CHANGE SERVICE REQUESTED

October 1, 2004 Volume 26 Number 40 www.processor.com



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Your choice of email platform should take features, security, and price into account, as well as the pain you'll undergo when changing products

The Right Host | 7

The search for an Internet hosting provider begins like the search for any other vendor: with fact checking and careful attention to your company's requirements.

Outsourcing Email? | 8

Outsourcing email may not be for everyone at this point, but research suggests that the enterprise is accepting the option with half-open arms at least.

New Cisco Routers | 9

As part of its ongoing effort to provide more products for small business customers, Cisco recently unveiled a new portfolio of integrated services routers that deliver concurrent data, voice, and video applications.

Email Tools | 21

It might sometimes be a frustrating task, but there is plenty of help on the market to make your life easier when it comes to addressing email trouble spots.

Faceless Competitors | 34

Faceless competitors such as Linux, white box PCs, and even pirated software are gaining devotees among SMBs.

ZIP Files In The Enterprise | 47

While a compressed ZIP file uses less disk space, it has also been employed by hackers and virus writers to compress malicious code in an attempt to avoid detection by antivirus software.

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NEW PRODUCTS

■ The new DT-X5 from Casio is a Windows CE

- .NET-based industrial handheld built to operate in extreme environments. ■ Want to improve your technical support? Citrix just released its GoToAssist 6.0. ■ Computer Associates introduced BrightStor r11.1, which includes 13 integrated storage utilities. ■ FineGround introduced App-Screen Web Application Firewall, which provides protection from a number of threats. ■ Lexar Media announced plans to include encryption technology in Professional CompactFlash products. ■ MGE UPS Systems released the Atlas Power Infrastructure Software Suite for controlling and monitoring power systems.
- PSC's new PowerScan Imager barcode scanners can read both 2D and 1D codes. ■ StorCase released a 10-bay InfoStation 1U RAID enclosure.

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The Processor.com home page is updated each week with new articles and hardware news to help you keep current. Visit www.processor.com today.

Communication Map

Email & IM Are Conquering The Enterprise

by Elizabeth Millard

THE ERA OF the printed memo and mailed letter seems to be officially over. Email, once just a way to deliver quick notes, has become a major tool in companies of every size, and instant messaging has begun to make its mark, as well.

But with the shift toward electronic chatter, issues have cropped up. The passage of legislation such as HIPAA and Sarbanes-Oxley, combined with a spate of viruses and worms, has focused attention on the way that employee communication is handled.

Companies of all sizes face challenges in addressing security, archiving, and support for their email correspondence, and many have found that instant messaging makes for even stickier problems. With shakeups in the IM market and a host of email threats, many IT departments are finding that communication management is no easy feat.

Instant Headaches

One of the fastest moving areas of electronic correspondence is IM, which has had limited success in company technology strategies but is gaining a foothold among employees.

Email as a communication medium

messaging worked in the opposite way, according to Michael Osterman, founder of

Osterman Research. He notes that

IM started from the "bottom up," growing in popularity with kids and their parents before it began migrating to the business environment.

This means IM wasn't built for business,

AOL, and MSN. In an attempt to tailor the applications for the corporate arena, both AOL and Yahoo! announced they were launching business-level services, only to ditch the efforts in June.

Despite stumbling among major IM purveyors, the technology has been steadily creeping into the corporate arena anyway. A recent report from the Pew Internet and American Life Project notes that U.S.

Go to Page 10, Column 1

sprouted in academia and government agenand it shows. Although there are enterpriselevel applications, many employees prefer to cies before making its way to business and, finally, to homes around the world. Instant use what they have at home, mainly Yahoo!, Wi-Fi/Cellular Convergence Comes To The Enterprise

OEMs Offer Combo Handsets, But Will The Market Bite?

by Bruce Gain . . .

SEVERAL OF THE world's leading communications OEMs have recently introduced handsets that automatically switch, or frequency-hop, between Wi-Fi and cellular networks as the user moves from one network to another. Vendors that offer or plan to offer the capability include Motorola, HP, and reportedly NEC.

This will be good news, claim the vendors, for business users who are frustrated by the need

for better coverage where cell phone service is lacking and want the capabilities that Wi-Fi/cellular connectivity can offer in a single device. For the enterprise, it means another opportunity to integrate mobile data and voice with the network, similar to the RIM BlackBerry and other converged data/voice handsets.

The HP iPAQ h6315 features Wi-Fi, GSM/GPRS, and Bluetooth functionality.

Motorola has also announced a converged mobile handset, and NEC is reportedly developing a similar device.



The Wi-Fi/Cellular **Combo Handset Goods**

Motorola set the idea in motion earlier this year when it announced a handset packed with Wi-Fi, cellular GSM/ GPRS, and Bluetooth wireless capabilities for voice and data. Announcing that the device was slated for commercial launch by the end of 2004, Motorola claimed its MPx handset offered "real time, on-the-go connectivity in a never-seenbefore form factor." Additional features include Windows Mobile; a QWERTY keyboard; an embedded 1.2-megapixel

Go to Page 20, Column 1

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MarketPlace ~ NEWS



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BLEAK ECONOMIC NEWS SENT THE MARKET DOWNWARD in the week ended Sept. 22, as an energy report that showed low U.S. inventories sent oil prices to \$48 a barrel. And the Fed didn't help as it raised interest points another quarter point. The Dow closed on Sept. 22 at 10109.18, down from 10231.46 a week earlier, while the Nasdaq closed at 1885.71, down from 1896.52 a week earlier.

IBM & Boeing Lock Arms

IBM AND **BOEING** formed a 10-year alliance to bid on government contracts. The two companies said the alliance will allow them to bid on contracts for systems involving military communications, intelligence operations, and homeland security. The aim is to let the Defense Department tap into the same kinds of technologies that are transforming the way businesses react to changing conditions.

☐ Monthly

Sun Sets Low Price For Utility Computing

SUN MICROSYSTEMS SAID it would let customers rent supercomputing power from its data centers for \$1 per processor per hour as part of a bid to recapture lost Wall Street customers. The company also announced new midrange storage systems, two midrange Unix servers, and new networking gear.

Mitsubishi Drops Large LCD Production

JAPANESE ELECTRONICS GIANT MITSUBISHI ELECTRIC plans to stop making LCD panels for TVs and PCs and instead will shift to making smaller panels for cellular phones and industrial equipment. In its last fiscal year, panels for TVs and PCs accounted for 65% of the LCD panels the company made.

AMD & IBM Extend Chip Manufacturing Alliance

AMD AND IBM AGREED TO EXTEND their chipmaking alliance for three additional years. The deal will net IBM more than \$250 million as it gives AMD access to

cutting-edge chip manufacturing processes. AMD has tapped IBM's manufacturing expertise to stay competitive with Intel. With the cost of developing chip factories rising to about \$3 billion, the deal shows how chip companies need alliances to survive.

PeopleSoft Will Bundle Business Apps With IBM

PEOPLESOFT SAID IT WOULD BUNDLE its future business applications with IBM's infrastructure software as part of a billion-dollar technology and marketing agreement. The company said it will integrate its enterprise applications with IBM's WebSphere middleware and optimize PeopleSoft's applications to run on IBM's DB2 database.

■ Computer Associates CEO Indicted

THE JUSTICE DEPARTMENT INDICTED former Computer Associates CEO Sanjay Kumar for alleged accounting fraud related to restatements of the company's earnings from several years ago. The company avoided prosecution itself by cooperating with the government's investigation. The company has admitted that it back-dated contracts to meet financial contracts over a multiyear period.

■ AT&T Strikes Internet Phone Alliances

AT&T HAS RECRUITED SEVERAL major companies to make applications and equipment for AT&T's Internet phone services. A variety of companies will use standards developed by AT&T to create telephone adapters, Wi-Fi phones, game consoles, and telephone networking equipment. Participants include chipmakers Broadcom, Centillium, Intel, and

Texas Instruments, as well as home VoIP equipment makers D-Link, Linksys, and NetGear, and telephone networking gear makers Alcatel, Avaya, Cisco, Nortel, Siemens, and Sonus Networks.

AMD Starts Shipping 90nm Chips

AMD SAID IT HAS BEGUN SELLING CHIPS for portable computers based on its 90-nanometer manufacturing process. The AMD64 3000+ chip is the first new chip to use the process since the company began manufacturing 90nm chips in August. Shifting to a new process enables chipmakers to boost performance and cut costs by packing more transistors on a chip. Analysts say the new product puts AMD in a more competitive position against Intel's line of Centrino laptop chips.

■ IDC Predicts Huge MP3 Market

IDC SAID THAT THE MP3 MARKET will grow to \$58 billion in sales by 2008. The market researcher expects growth in flash-based MP3 players to jump from 12.5 million units in 2003 to 50 million in 2008. The firm also expects Apple to get significant competition for its market-leading iPod in the next year.

Execs Lobby To Save Stock Options

TECH EXECUTIVES CONVERGED on Washington, D.C., to lobby Congress in a last-ditch

effort to prevent stock options from being recorded as expenses under accounting regulations. The American Electronics Association and other groups met with dozens of regulators and key senators to save legislation aimed at curbing the regulations.

■ Broadcasters Object To Digital TV Bill

U.S. TELEVISION BROADCASTERS OPPOSED proposed legislation aimed at ensuring consumers can continue watching analog television, calling the bill inadequate. Arizona Senator John McCain is proposing to require broadcasters to air only digital television signals by 2009 and provide \$1 billion to consumers who can't afford new digital TV sets. The National Association of Broadcasters said that the legislation would not cover all the analog TV sets in U.S. households and that tens of millions of Americans could lose their access to analog TV if the bill becomes law.

Lucent To Cut Retiree Benefits Again

LUCENT TECHNOLOGIES SAID IT WOULD MAKE more cuts in the health care benefits for retirees as part of an effort to rein in costs. The move was the second reduction in benefits announced by the company in the past year.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

| Company | Symbol | Sept. 22 \$ | Sept. 15 \$ | % change |
|-------------------------|--------|-------------|-------------|--------------|
| Avaya | AV | \$14.47 | \$13.15 | ▲ 10% |
| BEA Systems | BEAS | \$7.09 | \$7.18 | ▼ 1% |
| Computer Associates | CA | \$25.30 | \$25.01 | ▲ 1% |
| Cisco Systems | csco | \$18.96 | \$19.56 | ▼ 3% |
| Dell | DELL | \$35.07 | \$35.41 | ▼ 1% |
| Electronic Data Systems | EDS | \$19.89 | \$19.83 | ▲ 0.3% |
| Google | GOOG | \$118.38 | \$112.00 | ▲ 6% |
| HP | HPQ | \$18.62 | \$18.28 | ▲ 2% |
| IBM | IBM | \$84.31 | \$86.37 | ▼ 2% |
| Intel | INTC | \$20.42 | \$20.42 | 0% |
| McAfee | MFE | \$19.21 | \$19.65 | ▼ 2% |
| Microsoft | MSFT | \$27.12 | \$27.19 | ▼ 0.3% |
| Oracle | ORCL | \$11.14 | \$11.33 | ▼ 2% |
| PeopleSoft | PSFT | \$19.32 | \$19.37 | ▼ 0.3% |
| Red Hat Software | RHAT | \$12.88 | \$15.04 | ▼ 14% |
| Sun Microsystems | SUNW | \$4.20 | \$3.92 | ▲ 7% |

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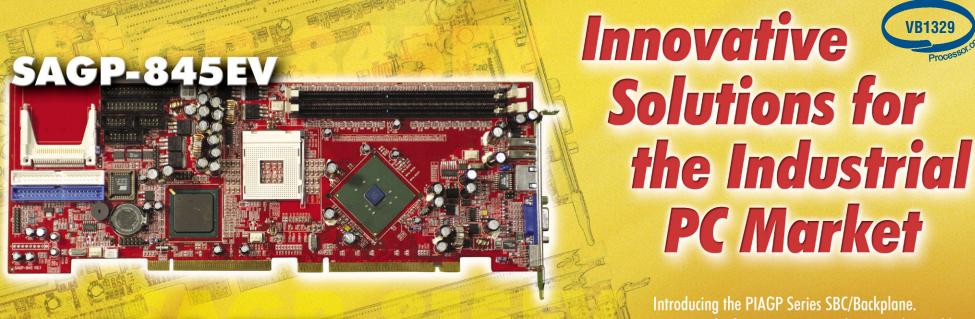
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Web Staff: Missy Fletcher / Marv Gutz / Laura Curry

Subscriptions (800) 334-7445 (402) 479-2170

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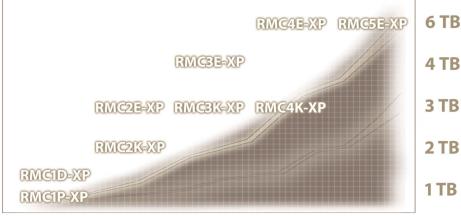
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Drive Bays:

4 TB

3 TB

2 TB

1_{TB}

12 x SATA, PATA or SCSI hot-swap bays + 1 x 2.5" internal HDD

Power Supply: 300W~460W ATX/EPS PFC

power supply

Motherboard: 12" x 13" ATX/SSI FFR 3.0



RMC3K-XP

Dimension: 19"(W) x 27"(D) x 5.25"(H)

Drive Bays:

1 x slim CD/FDD combo + 1 x 5.25" + 12 x SATA, PATA or SCSI hot-swap bays + 1 x 2.5" internal HDD

Power Supply: 460W~650W ATX/EPS PFC single or redundant power supply

Motherboard: 12" x 13" ATX/SSI EEB 3.0

Capable Storage:

Dimension: 19"(W) x 27"(D) x 5.25"(H)

Drive Bays:

1 x slim CD + 1 x slim FDD + 1 x 5.25" + 16 x SATA, PATA or SCSI hot-swap bays

Power Supply 460W~650W ATX/EPS PFC single or

redundant power supply

Motherboard:

12" x 13" ATX/SSI EEB 3.0

Capable Storage:

4TB



RMC1P-XP

Dimension: 17.25"(W) x 29"(D) x 1.75"(H)

Drive Bavs: 1 x slim-CD x 3 x SATA, PATA or

SCSI hot-swap bays **Power Supply:** 250W~400W 1+1 HRP hot-swap

redundant power supply Motherboard:

12" x 13" ATX/SSI EEB 3.0 **Capable Storage:** 750GB



Dimension:

19"(W) x 27"(D) x 1.75"(H)

Drive Bays: 1 x slim-CD + 1 x slim FDD + 4 x SATA, PATA or SCSI hot-swap bays

Power Supply: 400W ATX/EPS PFC power supply

Motherboard: 12" x 13" ATX/SSI EEB 3.0 **Capable Storage:**

RMC2K-XP

Dimension: 19"(W) x 27"(D) x 3.5"(H)

Drive Bays: 8 x SATA, PATA or SCSI hot-swap

bays + 1 x 2.5" internal HDD **Power Supply:**

300W~460W ATX/EPS PFC P/S Motherboard:

12" x 13" ATX/SSI EEB 3.0 Capable Storage:



RMC4K-XP

Dimension 19"(W) x 20"(D) x 7"(H)

Drive Bays:

 $1 \times slim CD + 1 \times slim FDD + 12 \times CD + 12 \times$ SATA, PATA or SCSI hot-swap bays

Power Supply: 460W ATX/EPS PFC single or redundant power supply

Motherboard:

12" x 13" ATX/SSI EEB 3.0

Capable Storage:



RMC4E-XP

Dimension 19"(W) x 25.6"(D) x 7"(H)

Drive Bays:

24 x SATA, PATA or SCSI hot-swap bays + 2 x internal HDD

Power Supply: 950W 3+1 or 650W EPS-12

redundant power supply

Motherboard: 12" x 13" ATX/SSI EEB 3.0 **Capable Storage:**



RMC5E-XP

19"(W) x 25.4"(D) x 8.75"(H)

Drive Bays:

1 x slim CD + 1 x s3.5" + 1 x 5.25" + 24 x SATA, PATA or SCSI hot-swap bays + 2 x internal HDD

Power Supply: 950W 3+1 or 650W EPS-12 redundant P/S

Motherboard: 12" x 13" ATX/SSI EEB 3.0

Capable Storage:



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- ST to SC Multimode Fiber Optic Jumpers • MTRJ to MTRJ Multimode Fiber Optic Jumper Cables
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Fiber Routing System Virtual Booth 3928 • Virtual Product 1812



- FiberRunner Routing System
- Fastest Installations QuikLock couplers and brackets reduce system installation time dramatically
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Fiber Distribution Systems

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APA Cables & Networks' (APACN) F23 Fiber Distribution System (FDS) is engineered for broadband and enterprise connectivity applications. The FDS consists of termination and splice panels, frames and accessories. The FDS is designed to reduce risk of post installation damage, lower maintenance cost and enhance system life. The F23 144 port fiber panel offers the highest port density in the smallest footprint available.



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Managed Patch Panels

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Surge Protected Patch Panel Virtual Booth 4040 • Virtual Product 1979



- Protects all Cat.5 & 6 ports up thru full duplex Ethernet
- Protects all 8 signals / wires per port up to 550Mhz
- 16-ports across w/single-point grounding (1U rack space)
- Individual LAN port surge test light for all ports
- 4-port card modules are hot swappable • Stops all voltage transients greater than ±8 volts
- Many other models are available



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Virtual Booth 3804 • Virtual Product 1645



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Rack Monitor System

Virtual Booth 3871 • Virtual Product 1706



Rittal's new computer multicontrol system offers system security & monitoring plus these functions:

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■ Maxim Integrated Products announced the MAX5943 and MAX5944 integrated hot swap IEEE1394 (FireWire) controllers. The controllers allow for the safe hot-swapping of FireWire devices and include inrush and output overcurrent protection, adjustable low-voltage drop power-supply OR-ing threshold, and a true bidirectional load-disconnect switch between the input power supply and the load. In 1,000-unit quantities, the single-channel MAX5943 is available for \$1.34, and the dual-channel MAX5944 is \$1.98.

DATA COMMUNICATIONS

■ Cisco Systems announced new routers, including the Cisco 1800 Series, Cisco 2800 Series, and Cisco 3800 Series. The 2800 and 3800 Series lines include Cisco CallManager Express and Cisco

Unity Express, which facilitate the replacement of older PBXs with IP telephony, voicemail, and automated attendant services. The routers let users address redundancy by incorporating Survivable Remote Site Telephony mode with Cisco CallManager. The new routers also include built-in VPN hardware encryption and acceleration. Cisco Router 2.0 and SDM are also part of the Cisco package. The 1800 Series starts at \$1,395; the 2800 Series starts at \$1,995; and the 2800 Series starts at \$9,500.

■ D-Link's new DSA-5100 includes dual WAN ports for load balancing and a firewall for offering public Internet access without jeopardizing a company's private network. The DSA-5100 can handle 400 concurrent connections and maintain up to 2,000 accounts in the system's built-in memory. A Web-based configuration utility lets admins control access by IP and/or MAC address, track time

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and bandwidth usage, and make appropriate adjustments. The DSA-5100 is available for \$3,499.99.

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■ Enterasys Networks launched the Matrix C2 Series of 10/100/ 1000 stackable switches with PoE. The Matrix C2 Series improves security, regardless of the devices with which users connect to the corporate network. The included models are the 24-port Gigabit, 48-port Gigabit, 48-port Gigabit PoE, 48-port 10/100, 48port 10/100 PoE, and 24-port Gigabit with dual 10Gb uplinks. All Matrix C2 products are compatible with 802.1x, MAC, and

. ■ Multi-Tech Systems announced its Bluetooth embedded module for designers needing to add Bluetooth wireless connectivity to their applications. The SocketWireless (model MTS2BTSMI) embedded module is a ready-to-integrate device that is Bluetooth v1.2 compliant and

Web authentication.

conforms to ISM 2.4GHz band Bluetooth Class 1 specifications. It is operating-system independent, supports serial interface speeds of 1200bps to 921Kbps, and includes hardware flow control and LED driver outputs.

Multi-Tech also launched the MultiConnect Model MTS2BTA, a Bluetooth serial adapter designed to replace serial cables with wireless connectivity when interconnecting peripheral devices. This model will work with any application that needs a serial connection of up to 100 meters or 330 feet without running cable.

MOBILE COMPUTING

■ Casio's new DT-X5 is a Windows CE .NET-based industrial handheld built to operate in extreme environments. An inner magnesium case combined with a resin outer case allow the device to survive drops from as high as 6 feet. Capable of operating in temperatures ranging from -4 to 122

degrees Fahrenheit, the DT-X5 also meets IP54 standards for dust and splash protection. Dry-cell batteries and standard rechargeable batteries provide roughly 30 hours of use, while a special large rechargeable battery delivers up to 60 hours. A C-MOS imager built into the DT-X5 allows it to read barcodes and capture signatures. The DT-X5 sells for an MSRP of \$1,299.

NOTEBOOKS

■ NextCom's NextBook64 pairs a 64-bit OS, SUSE 9.1 Linux 64bit desktop, with AMD's Athlon 64 microprocessors. Starting at \$2,695, the NextBook64 is available with a 3000+ or faster Athlon 64, up to 2GB of PC3200 DDR SDRAM, and a Radeon 9700 graphics chip with 128MB of memory. Gigabit Ethernet, a 17inch 1,680 x 1,050 WSXGA+ display, and a 5,400rpm hard drive are all available, as well.

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Outlook & Its Rivals

Which Email App Is Right For Your Business?

by David Garrett

Outlook: It's everywhere. Based on the rare data that's published on corporate email clients, we know that Microsoft's email tool commands a stunning 40% to 60% of the market, far more than any other.

But does it deserve it? True, Outlook's a powerful beast, with more features than any of its rivals. And it's part of Microsoft Office, the default business app that no self-respecting cubicle can go without. But Lotus Notes, that old standby Eudora, and a bevy of sleek new tools from small vendors are all too happy to snatch the crown from Gates & Co.

The question, of course, is should you be using them? And if you should, why?

Outlook: King Of The Hill?

Let's be fair: Outlook has quite a few points to its credit. It's an

able PIM (personal information manager) with a calendar, journal, contacts, tasks, and notes. It's cheap. (In fact, all versions of Microsoft Office, from

Academic to Enterprise, come with a complete version of Outlook).

And it has more features than Cisco has routers.

What's more, its back end, Exchange, is perhaps the bestknown and best-documented email app on the planet, a boon for admins who need to install and maintain it.

But as the leader in its pack, Outlook suffers from its own popularity: Hackers and virus writers find it an ineluctable target, and there are more Trojans, worms, and malware aimed at Outlook and Exchange than at any other email program. That means a far greater chance of downtime for the average SME-downtime, of course, being something the average SME can't abide.

But if you're willing to brave Outlook's security risks, it can offer some mighty features designed to help the enterprise user. One of them is XML plumbing. XML is a system that lets you

define your own markup language for sharing structured data among documents. For instance,

using Outlook and Word 2003, you can export a group's tasks from Outlook to XML and then use that data as a source for building reports in Word (or Excel or Access, for that matter). Those reports can show tasks, their status, owner, completion percentage, and other details automatically.

Among Outlook's other enterprise features are digital rights management, junk email filters (to catch on the client side what your spam software missed on the server), and, perhaps best of all, the ability to connect directly to an Exchange server over the Internet without a VPN.

IBM's Lotus Notes: A Secure Heavyweight

Notes, like Outlook, offers a full PIM for corporate users. And like Outlook, it must be paired with a backend server (Lotus Domino) to get the most from the product. But unlike Outlook, which is designed

for corporate and home users alike, Notes is meant solely for the office space; hence it gives admins an extreme degree of control over what the client will and won't do, a feature that's largely missing in Outlook. Otherwise put, Notes can be locked down, a plus for secure environments.

What's more, Notes can scale to any size business, from 100 to hundreds of thousands of users. And unlike Outlook, it's never had a (major) virus or malware problem

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Product 🔼 Releases

Continued from Page 6

POWER DISTRIBUTION SYSTEMS

■ Magic Power Technology has released its new MPI-806H. A new industrial-grade AC/DC switching mode power supply, the MPI-806H produces 60 watts with standard cooling and 80 watts with 8.6 CFM forced air. The power supply also has a remote On/Off function and is protected from output overload and short circuits. It automatically recovers upon overload condition and has an MTBF value greater than 130,000 hours. The power supply also sports a compact design that facilitates simple installation inside a 1U chassis.

PRINTERS & SCANNERS

■ PSC's new PowerScan Imager barcode scanners can read both 2D and 1D codes. Designed to be

industrially rugged yet ergonomic, the PowerScan family has two models. The PowerScan PDF Imager can read 1D labels and stacked 2D labels, including PDF417, RSS, and composites, in any direction. In addition to these features, the PowerScan 2D can also read matrix 2D labels, postal codes, and OCR fonts.

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■ Visioneer now includes Kofax's VRS (VirtualReScan) software with is Strobe XP 200 portable scanner. The VRS software automatically optimizes images to improve overall quality and character recognition. The Strobe XP 200 is a compact scanner capable of handling anything from business cards to legal documents. The scanner includes an option straight-

through paper path that lets you

scan larger objects, such as medical

ID and insurance cards or driver's

licenses. The new Strobe XP 200 with VRS bundle is \$399.99.

PROCESSORS, CHIPSETS & MEMORY

■ AMD announced a new addition to its Geode line of embedded processors. The new Geode NX 1250@6W runs at 667MHz. The lack of a required fan means the processor can operate silently in a variety of environments and reduces power consumption. The new processor is supported by AMD's NX DB1500 motherboard. As the name implies, the NX 1250@6W consumes roughly 6W of power on average but can use as much as 9W. The new processor is compatible with the NX 1500@6W and the NX 1750@14W.

SECURITY

■ FineGround has introduced AppScreen Web Application Fire-

wall, which provides protection from a number of threats, including both application-layer and infrastructure attacks. The firewall also lets businesses configure and maintain access-control policies across company applications. AppScreen was designed for compatibility and integration with the FineGround Enterprise Application Delivery Suite. Fine-Ground's product protects networks from HTTP- and HTTPSbased threats and includes blacklist and whitelist functions. The FineGround Appliance Option is a 1U rackmount hardened Velocity appliance, and the Software Option is for Linux/Solaris platforms. Prices start at \$15,000.

SOFTWARE

■ **Abacre** has introduced Advanced Find and Replace 2.0, which is compatible with Win9x/

NT/Me/2000/XP and supports several formats, including .ASP, .DOC, .HTM, .HTML, .TXT, and .XLS. Advanced Find and Replace can perform a single search of several files, even files of different types. Unlike the first version, Version 2.0 now lets users search Word and Excel files, as well as .ASP, .HTM, .HTML, and .TXT files. The software supports keywords, operators, wildcards, and sorting by date, period, and file size. Advanced Find and Replace 2.0 costs \$29.99.

■ Citrix released its GoToAssist 6.0. The software includes remote diagnostic tools and troubleshooting utilities. Using GoToAssist 6.0, you can connect to a customer's system to diagnosis and fix problems quickly and easily.

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Choose The Right Internet Hosting Provider

Research & Assessment Helps In Making Decision

by Dennis Raven

FOR MANY COMPANIES, an Internet presence is an afterthought. But as the company grows, reality sets in: Products can be sold over the Web for less than in a brick-and-mortar operation, so the company needs a serious IHP (Internet hosting provider).

But how does a company, particularly one that is not especially tech-centric, decide on who, what, where, and above all, how much? As Chris Kivlehan of INetU Managed Hosting says, "It's not like you're buying a widget—you're buying the quality of work that these professionals provide." The search for an IHP begins like the search for any other vendor: with fact checking and careful attention to your company's requirements.

What To Look For

First, what are your requirements? For example, how large will your site be? Do you plan to take online orders? Will you be offering software downloads or streaming video?

Before you talk to any IHP, it's important to fully assess your current and future business plans. The results of this assessment will provide you and your potential IHP a common ground to discuss services and pricing.

It is important to understand the distinctions between different types of hosting. While there are many terms to know, the two most important are "shared" and "dedicated." A shared IHP will generally provide services at a lower cost, but your company and others may share the same computing resources. Sharing can be a disadvantage if the other companies on your machine have high traffic loads. Your performance and ability to service customers could be negatively affected.

Does your potential IHP have blackholed IPs? All IHPs have static IP addresses, and if they choose to host questionable sites such as those attracting spammers, the addresses may be blacklisted by other IHPs and ISPs. This means communications you send to customers of other providers may never reach their destination, resulting in lost sales.

Check the reputation of your potential IHP to avoid this issue.

The largest IHP is not always the best. Stability is paramount to maintaining a long-term relationship with customers, and an IHP may not be financially sound for a myriad of reasons. This is why it's important to check the financials of any potential IHP. Directly related to financials is the price per month for services. Don't make price the driving factor, as there may be an important reason for the low price. Decide on features, reputation, and service, and you'll choose wisely.

Make sure your potential IHP runs fully redundant data centers. Redundancy is crucial when a system failure occurs. Without

The largest IHP is not always the best.

it, your company's presence is gone until the failure is repaired. With redundancy, your company and customers may not even realize there is a problem. Some smaller IHPs use a larger provider's data center, but reliance on a data center with which you have no direct contact could be a negative. The best bet is to choose an IHP that offers redundant data centers and dedicated hosting, as the additional security of knowing your site is running 24/7 far outweighs the additional cost.

Support

What percentage of support is provided by actual systems administrators/engineers? Call your potential IHP's support center several times during your evaluation process and check how attentive the staff is to answering your questions. After all, this is the IHP's customer-facing component you will use most.

How much support does it provide? The IHP's SLA (service-level agreement) will spell out exactly what will be provided and what you can expect to pay extra for. Read and understand the SLA carefully to avoid future issues.

How often is your site offline? Uptime is generally expressed in what are called "nines." For example, "five nines" is 99.99%, meaning your site is down for just over 5 minutes per year. Three nines, or 99.9%, means your site could be down for up to 8 hours per year.

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Product 🔼 Releases

■ KM Sciences launched its flag-

ship product, infoSavant, which is

a new fully integrated system for

Continued from Page 7

■ Computer Associates' new BrightStor r11.1 includes 13 integrated storage utilities and supports more than 100 storage arrays, tape libraries, SAN switches, servers, OSes, databases, and programs. By implementing BrightStor, a business could combine its data-storage management into one package. In addition to cross-platform capabilities, BrightStor includes full path visualization capabilities and critical path analysis. All operations are coordinated amongst BrightStor SRM, BrightStor SAN Manager, and BrightStor CA-Vantage SRM. CA also includes BrightStore ARCserve Backup r11.1, which supports Advantage Ingres, DB2, Microsoft Exchange, Microsoft SQL Server, Oracle, PeopleSoft, SAP R/3, and Sybase.

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■ GFI has combined its GFI FAXMaker for Exchange and FAXMaker for Networks/SMTP to offer one product-GFI FAX-Maker 12. The new FAXMaker is entirely SMTP-based and offers enhanced email integration and better scalability. FAXMaker 12 integrates with Microsoft Exchange through a specially configured standard Exchange SMTP connector. Users can also install FAXMaker 12 directly onto either Microsoft Exchange Server 2003 or 2000 or on a separate system. FAXMaker 12 also supports Lotus Notes and many SMTP/POP3 servers. The updated FAXMaker also boasts features such as receiving faxes in PDF format, an improved SMS/texting gateway, and SQL server archiving.

Domain Knowledge and Collaboration System. infoSavant's features include the following: Electronic Library, Knowledge System, Work Flow, Collaboration, and Content Management. With infoSavant, users have a flexible work flow system that avoids a predefined workflow diagram, bulletin boards independent of geography and time zones, check-in/check-out, audit trail logging, and user based encryption.

■ Macromedia introduced Macromedia Flash Player 7 for Solaris. Flash Player allows users to view Internet applications with integrated graphics, video, audio, and data capabilities created with Macromedia Flex, Breeze, and Flash, and

now Solaris users are granted the same compatibility. Flash Player 7 supports CSS and provides consistent formatting when developers combine HTML and Flash. The new Flash Player also supports SOAP for creating Internet application interfaces for enterprise data. For download or more information, visit www.macromedia.com.

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m MGE UPS Systems released the Atlas software suite, a Webbased application for controlling and monitoring power systems. The suite lets administrators manage and perform preventive maintenance on PDUs, smart switches, rack monitoring equipment, and environmental monitoring devices. The software can be administered from a central console and is customizable for small, medium-sized, or large organizations.

It's available for \$100 per licensed user.

■ Microsoft's Visual Studio 2005 Standard Edition, a Windows development suite for Web or mobile applications, combines Visual Studio Express with Smart Client and Web applications development features to cater specifically to occasional developers who work for smaller organizations. The new software brings with it the Microsoft VSIP (Visual Studio Industry Partners) program. Microsoft also released the Visual Studio 2005 Beta 1 Refresh to MSDN and Visual Studio .NET 2003 Special Edition (designed for building and testing dynamic, data-driven ASP.NET Web and Visual Basic applications).

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Outsourcing Control Over Enterprise Email

Let The Benefits Speak For Themselves

by Chris A. MacKinnon

It's hard to deny that email is a vital tool in the enterprise. Email technology has evolved from a simple to-and-from process to a complex business communication tool. With this evolution, enterprises are turning away from in-house email systems and moving toward outsourcing options. Many enterprises use outsourced email to reduce overall messaging costs and improve reliability. According to Gartner Group, 80% of enterprises could

save money by outsourcing email. And with the number of email boxes expected to increase to 1.2 billion in 2005 (according to IDC),

outsourcing email is looking more viable everyday. But does it really make sense to outsource control over company email?

The Pros & Cons

Before answering this question, consider the benefits of outsourcing email. Outsourcing email allows businesses to reduce capital costs and achieve predictable price structures while improving performance, reliability, and security. By outsourcing email to an external provider, a business can focus on its core competencies instead of on implementing email technology themselves. Disruptive email system upgrades can also be avoided when outsourcing, and businesses can realize a scalable environment, adding new capabilities without upgrading software or hardware. If you take the dressing

off all of this, enterprises just want to save money and focus on core business functions. Outsourcing offers these benefits.

The major reasons not to outsource include loss of control, the risks

involved in the relationship, and security. As far as control is concerned, companies that manage

their own email systems have the final say on when things get done. On the other hand, with an outsourced system, a company's priorities compete with those of the outsourcer. If a provider goes out of business or fails to perform, a company is forced to change outsourcers or bring the email back in-house. In

either case, service is disrupted, extra money is spent, and there is a sudden demand on company IT resources. Security can be another con: That is, who exactly is reading your email?

Keep Your Eyes On Your Options

When considering outsourcing options, keep in mind that the options are plenty.



Depending on company size and messaging complexity, outsourcing vendors can have one-size-fits-all solutions or plans that appeal to a host of customers (such as individuals, businesses, ISPs, and Web sites). There are two main types of outsourcers for larger organizations: corporate messaging outsourcers that provide full-service and standardized offerings focused on business customers and traditional information services outsourcers that provide email outsourcing as part of a broad, long-term IT outsourcing contract.

Besides having knowledge of who's who, it's a good idea to know what each provider offers behind the scenes. For example, where will the data be physically stored? Will there be adequate physical security in the building? Try to make sure the hosting service has a data center with redundant network connections, backup power sources, and engineers onsite

24/7. And be aware of steep learning curves. Find out if all employees will have to learn a new system entirely, or if employees will be able to use current client applications and work processes. Most importantly, make certain that you consider the three king pins: security, reliability, and cost.

Security, Reliability & Cost

The biggest item on the outsourcing menu will always be uptime. If anyone offers anything less than 99.9% uptime, consider the potential grief in lost business, productivity, and how the bottom line will ultimately be affected. An outsourcing vendor should be fully monitored, managed, and maintained around the

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-Product 🔼 Releases-

Continued from Page 8

■ National Instruments announced driver software that lets PDAs use CAN (Controller Area Network) technology. With this software, developers create CAN programs that download to Pocket-PC targets. Also, engineers can use the software to implement diagnostic applications, create tools for service technicians, and more.

In other news, National Instruments also introduced NI SoftMotion Development Module for LabVIEW, which means machine builders and OEMs can use the LabVIEW graphical development environment to create customized motion controllers for any platform with NI SoftMotion technology. This lets machine builders and OEMs choose motion control platforms to improve machine performance or lower system costs.

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■ Business Plan Pro 2005 is Palo Alto Software's newest business planning software. The software lets users automatically tailor a financial model according to specific business needs, and new options help users develop cashbased planning for smaller, cashonly businesses. Business Plan Pro 2005 Standard Edition is designed for the entrepreneur and smallbusiness owner, while Business Plan Pro 2005 PREMIER targets executives of larger companies or consultants and CPAs who provide business-planning services. Business Plan Pro 2005 PREMIER offers the same features as the Standard Edition and adds detailed

investment information, a sources and uses cash table, and more. Prices for the Standard Edition and PREMIER are \$99.95 and \$199, respectively.

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■ ScanSoft released RealSpeak Solor 4.0, a text-to-speech application for embedded and desktop programs. The application includes features such as a scalable and customizable SDK, SAPI 5.0 compliance, and an engine based on RealSpeak. Developers can use the software in many different applications, including talking dictionaries, hands-free automotive systems, and assistive technologies.

. ■ WLAN Tools Mobile Edition is new software from Socket

Communications for Pocket PCs with wireless connections. It comes with Socket's Low Power SDIO and CF WLAN cards or as a free download for current users. The software offers WPA and WPA-PSK support for security, as well as a new GUI and network-monitoring capabilities.

STORAGE

■ LaCie's line of mobile hard drives now feature Hi-Speed USB 2.0 and FireWire interfaces. The drive only weighs about 7 ounces and is available in capacities ranging from 40GB to 100GB. Some capacities include options 4,200rpm, 5,400rpm, and 7,200rpm speeds. Price ranges from \$159 for a 40GB 4,200rpm drive with a 2MB buffer to \$369 for a 100GB 4,200rpm drive with an 8MB buffer.

■ Lexar Media announced plans to include encryption technology in the Professional CompactFlash products. The high-end encryption code technology protects any valuable information stored on the applicable Lexar media products with a username and password. The new encryption technology is also being applied to technologycompatible digital cameras. The camera must have the corresponding encryption key in order to access the digital images stored on it. The Nikon D2X is the first digital camera to come with the Lexar encryption compatibility.

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An Efficient Route

Cisco Introduces A New Router Portfolio For Small & Medium-Sized Enterprises

by Elizabeth Millard . . .

As PART OF its ongoing effort to provide more products for small business customers, Cisco recently unveiled a new portfolio of integrated services routers that deliver concurrent data, voice, and video applications.

The routers have been developed specifically for SMEs and enterprise branch offices, as well as providers of managed network services. The new products fall into three main families: the 1800 Series, 2800 Series, and 3800 Series. According to Cisco, these integrated service routers are the first to provide SME customers with an infrastructure that enables fast access to business applications while still having optimized security and the ability to scale.

"This is an exciting opportunity for us, to be able to launch an entire router portfolio at once," says Robert Checketts, Cisco's senior manager of router product marketing. "Cisco will be building a lot around this."

New Lineup

The new router portfolio won't replace Cisco's current lineup of access routers, better known by the series numbers 1700, 2600, and 3700, but they will provide features for SMEs that they may have been lacking by using the previous router family.

Embedded within the new routers is a range of network security services so customers can have a single platform for deploying secure, networked business applications. This capability is part of a larger Cisco effort, the Self-Defending Network security strategy, which the company has been using to boost the security features of its product line.

"Security has become more of a mandate than a nice-to-have," Checketts says. "That need has been a driver for this new portfolio."

Also included in all of the new routers is built-in VPN hardware encryption and acceleration, version 2.0 of the Cisco Router and Security Device Manager, and the company's IOS softwarebased VPN firewall. Inline intrusion prevention system functionality is also embedded, a feature that wasn't available before and puts another protective layer over networks.

In terms of specific differences among the new series lineups, the 1800 family builds on the 1700 Series Multiservice Access Routers but boasts a fivefold performance increase, according to Checketts.

The 2800 and 3800 routers integrate new releases of Cisco Call-Manager Express and Cisco Unity Express systems. This allows customers to ditch their PBX systems and put in IP telephony and auto attendant capability. Cisco is eager

Cisco is eager to help SMEs converge data and voice into a single solution.

- Cisco's Robert Checketts

to help SMEs converge data and voice into a single solution, says Checketts. "Combining voice, data, and video applications is something that's been getting a lot of interest lately," he notes. "Mainly, these routers were in response to customer requests."

Small Business Focus

Customer requests also drove Cisco to build the routers specifically for the SME market. Checketts says, "We've right-sized this technology, so that there's a full suite available to even our smallest-sized customers."

Todd Smith, spokesperson for BellSouth, notes that even though the routers have just been introduced, there's tremendous interest from the company's customers. BellSouth packages the routers with its transport solutions, and Smith says that the new Cisco portfolio will give BellSouth SME customers VoIP capability and bring together branch offices more efficiently.

"The amount of performance for the price is really impressive in this iteration," says Smith. "We've been using Cisco for quite a while, but the introduction of these routers will give us better ability to give our small business customers nextgeneration capabilities."

For companies using the new routers, there's been appreciation of how much they can do, especially with the 2800 and 3800 series routers. Chris Fairbanks, principle network architect at software firm ePlus, agreed to beta test the routers in the company's branch offices. He brought together a complex configuration of voice, data, multipoint VPN, WAN, and "everything else you can think of."

Router prices are available through Cisco resellers. Although pricing hadn't been set when Fairbanks did the testing, he notes that early pricing quotes showed that he'd be getting all new features for about what he was paying before. He's also glad to see more capability. "We've got room in the router to spare, so we can investigate doing more with it."







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₽roduct 🔼 Releases

Continued from Page 9

- Government users may take a liking to Spectra Logic's new Military-Grade Spectra 10K tape library. It features full climate control, air filtration for sandy or dusty environments, shock and vibration resistance, and more. The library can store up to 20.8TB of compressed data on AIT-4 tapes in your choice of LVD SCSI or Fibre Channel, with an impressive maximum transfer rate of 96MBps.
- StorCase Technology announced its new 10-bay InfoStation

1U RAID enclosure. Offering up to two 2Gbps Fibre Channel or Ultra320 SCSI host channels, the enclosure supports up to 10 space- and power-saving 2.5-inch SATA hard drives in a single rack unit. Each enclosure has its own SAFTE processor with StorCase's SAFTEmon Web-based management software, plus the company's Data Master GUI.

TELEPHONY & VOIP

■ NextWest announced its new call center software, dubbed Next-Contact 3.4. Addressing inbound, outbound, and blended scenario needs, NextContact 3.4 offers VoIP, PBX, predictive dialing, fax on demand, and email all in one package. Also, the software's Next-Analytic reporting tool is now ac-cessible through a Web browser and has digital recording capabilities for call supervision.

■ Telchemy revamped its VoIP-Troubleshooter.com Web site. The site contains information and diagnostic tools that help network administrators resolve VoIP-related call-quality problems. Two

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new features include an Open Speech Repository and an IP Network Impairment Simulator. The repository includes voice files in numerous languages that test engineers can use for testing and related applications without any restrictions, except for source credit. The Impairment Simulator provides network administrators with a method of modeling packet-related network problems.

MISCELLANEOUS

■ Worldwide Packeteer customers now have access to 24/7

tech support. The company announced it wants to expands its support. Packeteer announced a five-tiered offering so its customers will be able to select a program that is best suited for their needs: Customer Support Program, Premium Customer Support Program, Partner Support Program Plus, Packeteer Software Subscription, and Premium Packeteer Software Subscription. Regular subscribers will have access to tech support during regular business hours, while premium subscribers have 24/7 tech support.

Communication Map

Continued from Page 1 workers are increasingly using IM, with approximately 11 million Americans logging in daily from work. The report also notes that almost 70% of office IM users find the application a mixed but mostly positive influence.

As many managers have suspected, IM isn't always used for business efficiency. Although 40% of at-work IM users contact co-workers with the tool, 33% said they generally contact friends and family, and 21% stated they use it for both colleagues and friends.

The difficulty for SMEs is in trying to control IM. "A lot of organizations try to

Legislation Affecting Communication

The regulations within HIPAA and Sarbanes-Oxley have dictated how companies store their communications. A quick primer on the legislation:

HIPAA (The Health Insurance Portability and Accountability Act of 1996) is a federal law that was designed to allow portability of health insurance between jobs. In addition, it sets requirements about the health information of individuals. Many companies have found that even if they're not in the health field, they may be affected by HIPAA regulations if they deal with health-related businesses or vendors.

The Sarbanes-Oxley Act of 2002 states that all business records, including electronic records and electronic messages, must be saved for "not less than five years." Although the act affects financial companies most directly because it's administered by the SEC, the legislation also applies to all companies that keep electronic records.

block IM," says Osterman, "but it's very hard to do." He notes that IM applications find a way around blocked ports and firewalls and can be masked within a machine, making them tough to locate and eradicate. Larger companies often put corporate IM systems in place, lessening the need for consumer-grade downloads, but smaller firms that have no IM policies sometimes find themselves having to check each machine for the applications.

Killing IM use isn't just a nod toward employee productivity. Osterman notes that companies can be held liable for what is written in IM, just like being responsible for email correspondence. He says, "There's a huge danger here because laws state that communications have to be preserved in certain types of companies. If you're in that type of firm, like financial services, and you don't capture what's being done in IM, you could be in trouble."

Mail Call

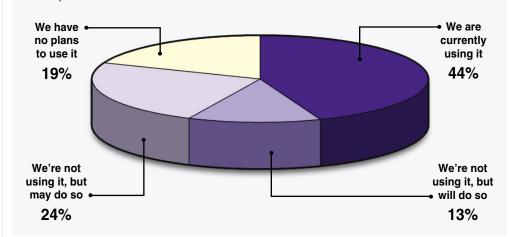
Although email has fewer issues than IM, it certainly has its share of challenges, especially in the areas of security and backup. Even companies that don't have to adhere to legislative directives about archiving (see the "Legislation Affecting Communication" sidebar) have realized that keeping messages stored is a good long-term strategy.

Implementing proper storage is usually a matter of looking at what's being generated and buying accordingly. If email use begins to outstrip backup space, then it's time to scale up. Although that seems simplistic, many SMEs often overbuy for their needs when it comes to email, says Pete Schlamp, senior director of product management at

"Companies end up putting different things together to solve their archiving challenges," he notes. "They get software,

Instant Messaging Use

A recent Osterman Research survey asked companies about current and planned use of instant messaging for business applications. The results show that IM has yet to dominate the corporate landscape.



hardware, services, and put all of it together. That's when they find out they've bought more than they had to."

Email and IM storage should be part of an overall strategy that covers a company's entire data generation. For smaller firms, it's often easier to combine both communication tools into one unit for storage

As many managers have suspected, IM isn't always used for business efficiency.

purposes. Osterman says this can be done by preserving IM sessions in email and sending them to whomever participated in the discussions. This way, the sessions automatically get stored in a company's email backup.

Staying Secure

With both IM and email, companies have found that it's imperative to put security

strategies in place. Ironically, even though IM might be a headache in other ways, it tends to trump email when it comes to security, says Stowe Boy, president of research firm Corante.

"IM is inherently more secure than email because it's a whitelisted world," he says. "Everyone talking on the networks has gone through an authentication cycle to prove who they are." He adds that someone can create a spoof address, but with an IM user's ability to block a correspondent with a single click, it's usually not worth the trouble for spammers and virus writers to keep creating spoof identities.

However, that doesn't mean IM is bulletproof. Boy says that viruses sent through IM are starting to appear, which should spark some employee education efforts at companies that use the technology.

In general, Boy notes that companies, especially SMEs, need to put strategies in place for both email and IM communications. "In the future, employees will use technology to talk to each other even more than they are now," he says. "Companies need to be aware of that and plan accordingly."

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R U Ready For IM?

Enterprise IM Brings Real-Time Communication To SMBs

by Sandra Kay Miller

WHEN AOL PULLED the plug on its AIM Enterprise Gateway, it came as no great shock to others in the instant messaging space. Bootstrapping a freely distributed consumer application into the enterprise put AOL out of its league compared to Microsoft, who last year successfully launched its Live Communications Server, an enterprise IM system that integrates with the software giant's OS and enterprise applications.

The death knell for AIM in the enterprise was also a direct result of AOL's failure to play nice with other public IM networks, such

as Yahoo!, ICQ, and MSN. Finally understanding the importance of integration, the 2005 version of Microsoft's Live Communications

Server will offer an External Connector that will allow clients to communicate with outside public IM networks, as well as within the organization's private network.

Until malicious code that spread via IM hit the scene, most SMBs had their heads in the sand in regards to IM. Without an investment in software or hardware, it was hard to turn down such a lucrative tool.

However, reality has hit SMBs hard, not only with the spread of malware but with the complete lack of control they have in regard to the user's online presence and to the security of information being passed on the network.

Additionally, the way IM is being used by SMBs is also evolving, driving the need for

products designed specifically for business use. "IM is actually two things: It's a chat which allows you to send text, and it's a presence awareness. To me, its really about presence awareness that will change the way people do business," says David S. Marshak, senior vice president of the Patricia Seybold Group, a business/technology consult-

Two Major Players

ing and research firm.

Although there are numerous IM products on the market, Marshak believes there are really only two seri-

> ous players: IBM and Microsoft. Geared toward larger organizations, IBM's Sametime product, recently

renamed IBM Lotus Instant Messaging and Web Conferencing, integrates with the Domino/Lotus Notes platform.

Enjoying six years of market penetration, IBM has been adding more collaborative features to its product, taking it far beyond IM. For example, new features in the latest release include better security with encrypted buddy lists and announcements with other system clients, virtual "Do Not Disturb" for meeting room users, and enhanced LDAP directory searching abilities using Java.

Although not as experienced in the enterprise IM market, Microsoft has finally offered a functionally useful tool: Live Communications Server. Unlike its first attempt with the IM Exchange product, Live Communication Server integrates with Office. Despite trying to muscle its way into corporate IM through its extensive customer base, Microsoft has a distinct disadvantage over IBM by not including Web conferencing and the added expense of another server.



Management vs. In-House

There are plenty of other vendors offering enterprise IM products for SMBs. According to Genelle Hung, analyst and communications director for The Radicati Group, there are two distinct product groups when it comes to enterprise-class IM. IM management vendors such as Facetime, Akonix, and IM Logic manage the public networks inside the corporate network. The other in-house enterprise IM systems, such as Jabber and Bantu, operate at the server level through a private network. Both have their pros and cons.

IM management systems are cost-effective ways to gain enterprise features using the public IM networks. AOL's AIM Enterprise Gateway fell into the Management category, but AOL couldn't compete with the vendors with IM management as their core enterprise. These management systems and services all overlay security management, logging archiving, antivirus, and antispam features on

> top of the public IM networks, which are extremely unsafe for use in an enterprise. Hung says IM management products work well for SMBs that don't want to deploy a full-scale enterprise messaging system due to the costs.

> Although IM management systems mitigate the majority of security concerns, there are still issues that lead organizations to bring IM in-house. Kris Skavish, product manager for Jabber, explained that even when using an IM management system, data is still leaving the private network, going through the public network, and then entering back into the private network even if you are chatting with someone across the hallway. In-house IM systems eliminate this type of out-of-network traffic by operating on the private corporate network.

Another top concern in-house IM alleviates is presence control. With IM management systems, organizations have little or no control over the identity of the user. This means that if an employee leaves the company, there is no way of terminating the user's individual account on a public IM network. In-house tools provide the ability to create and delete individual accounts.

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Traffic Monitoring Solution

Virtual Booth 4002 • Virtual Product 1948



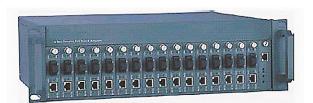
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Outlook & Its Rivals

Continued from Page 6 in its history, which dates to 1989. Reasons like that make it the first choice of firms who prize their security. After all, as IBM likes to say, Notes is the CIA's choice of email software.

As for pricing, Notes and Outlook are close at roughly \$90 per license. But the Domino server is more costly than Exchange at roughly \$900 per processor.

QUALCOMM's Eudora: Oldie But Goodie

Before Microsoft began to bundle Outlook Express with Windows in 1995, Eudora ruled the roost as the world's preferred email GUI. And despite Redmond's encroachment, Eudora still has 12 million to 15 million users around the globe.

Eudora is the first choice for small firms that don't have the time or talent for Exchange, much less Domino (which, being less popular, is more specialized). While it includes a hefty email client with features comparable to Outlook's and Notes' (SSL, a spam filter, IMAP sync, advanced filters, and so on), Eudora does not include a PIM. It does, however, include the Eudora Sharing Protocol, which lets users automatically sync and share files with colleagues whether or not they have a file server to do so (another feature that small firms will find useful). And Eudora is the only major email client to come in two free versions: Sponsored and Light Mode. (The Paid Mode retails at \$49.95.)

Mirapoint: New Kid On The Block

There's also a new contender to the email throne: the Mirapoint Message Server. It's an appliance that supports access from POP and IMAP clients (hence any common client, including Outlook and Eudora, will play in its sandbox). What's more, wireless and Web clients supporting i-mode, WAP, and HTML can access the Message Server without using a gateway or protocol translation software.

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Mirapoint boasts a secure platform that's free of known exploits and malware (though some argue that it's only a matter of time before hackers find their way to the system). But more important, perhaps, is a recent study by research firm The Radicati Group claiming that Mirapoint has a lower TCO than Outlook, Notes, and other contenders.

Making The Choice

So how do you choose the right software to fit your business? The truth, of course, depends on your business and your business needs, but in brass tacks, Outlook is the preferred choice of midsized firms, while Notes and Eudora are the common route of big and small firms, respectively. Upstarts such as Mirapoint are far less common, but that could change in the future.

According to Carmi Levy of the Info-Tech Research Group, "So goes email, so goes Web browsers. In the last couple of months we've seen IE drop in market share, and that's the first time we've seen this in years. Just as you see people starting to open Opera as a browser and playing with Mozilla Firefox, they're also starting to play with Thunderbird and other, lesser-known email apps." (Disclosure: Info-Tech analysts write a twice-monthly column for Processor.)

Of course, it's no small matter to switch from Outlook, Notes, or another brand-name email platform

Just The Facts

What's the most common email app? Studies vary, but most put Microsoft Outlook on top, as does this one from Clickz Stats.

| Which of these email clients do you use at work? | | | | |
|--|---------------------|--|--|--|
| EMAIL CLIENT | ADJUSTED PERCENTAGE | | | |
| Microsoft Outlook | 39.14 | | | |
| Hotmail | 25.82 | | | |
| Microsoft Outlook Express | 25.2 | | | |
| Yahoo! Mail | 19.67 | | | |
| Other | 19.06 | | | |
| Lotus Notes | 6.35 | | | |
| Netscape | 5.33 | | | |
| AOL 7.0 | 4.92 | | | |
| Eudora | 4.3 | | | |
| Unix Command-Line Based | 1.43 | | | |
| AOL 6.0 | 0.61 | | | |
| AOL 5.0 | 0.61 | | | |
| Juno | 0.61 | | | |
| AOL 4.0 or lower | 0 | | | |

(Users were allowed to select more than one client from the list.)

once you've installed it in your enterprise. For instance, if you ditch Outlook, Levy notes that you'll lose the rich features of Word as your text editor; you'll lose the PIM; you'll lose PDA and Office integration; and you'll have to train users in a whole new platform, which can be costly.

"It's like a forest," he says. When you switch platforms, "you're asking people to go in and literally rip out the roots of their infrastructure. The trees extend below the surface. Organizations are already very deeply rooted in Microsoft products."

Hence the bottom line: email, bar none, is the crucial office app,

and your choice of platform should take features, security, and price into account, as well as the pain you'll undergo when changing products. Firms that need a featurerich PIM will do well with Outlook, while firms that name security as their highest concern will be wise to look to Notes. And for those on a budget? Eudora beckons with its low price and ample features. And Mirapoint and others are always just over the horizon, with the promise of software that breaks the Microsoft/Lotus/QUALCOMM hegemony.

All of these are potent software apps. The choice of which to use, of course, is up to you.

When's The Right Time To Upgrade?

How do you know when it's right to upgrade your email software? How can you compute the ROI of your new purchase?

You can, of course, use the standard equation for computing the ROI of an IT project, namely your net benefits (gross benefits less current costs) over three years divided by initial costs.

But you can use the following commonsense metrics, as well.

- Are users screaming for new features?
- Are you losing time and money to malware or simply the threat of malware?
- Has the user pool grown?
- Do you need new data interchange features, such as XML, to support a new business process?

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Wi-Fi/Cellular Convergence **Comes To The Enterprise**

Continued from Page 1 camera; and a large, dual-hinge landscape and portrait color display.

Then in July, HP announced an alliance with T-Mobile to offer the iPAQ h6315 with Wi-Fi and GSM/GPRS cellular connectivity for cellular and Wi-Fi roaming. Despite Motorola's earlier announcement, HP claimed the device was the first all-inone wireless handset to include built-in GSM global phone capabilities with integrated GPRS wireless data, Wi-Fi wireless broadband, and Bluetooth functionality for Internet connectivity and making phone

T-Mobile allows the device's connection over its GSM/GPRS wireless voice and high-speed data network and its 4,700 T-Mobile HotSpot Wi-Fi access points. The device is priced at \$499.99 with T-Mobile activation, which does not include the monthly subscription fee.

NEC is reportedly also developing a similar device but has yet to announce a major product initiative or alliance with a telecom operator.

The Adoption Factor

The combination Wi-Fi and GSM/GPRS handset announcements generated some mainstream media interest a few months ago, but it has largely died down since. Meanwhile, analysts say it will be a few years before combination Wi-Fi and cellular handsets could see wide-scale adoption. Chris Foster, an analyst from Technology Business Research, estimates that it will be at least two to three years before the devices become folded into enterprise networks on a wide-scale basis.

In the case of HP and NEC, adds Foster, the companies are entering noncore sectors, which will be a long-term issue for them. "I just don't think there is an easy way for these two companies to enter the market for voice devices, which is dominated by Nokia, Motorola, and Samsung," Foster says. "The data part is more significant than the voice part for a company like HP [and NEC]. However, Motorola is definitely in voice for the long haul and [is] wellpositioned."

Meanwhile, if and when Wi-Fi/cellular handsets take off, it will be only a matter of time before the major cellular handset players enter this market, Foster says. "Since the technology is already available in the chipset, then all of the vendors, including the Samsungs, the Nokias, and the other big guys, can enter this market," Foster says.

The Cisco Question

But where does that leave Cisco, the world's largest communications OEM? Cisco, in fact, quietly offered frequencyhopping devices for data connections over Wi-Fi and cellular more than two years ago. However, these devices are not an area of interest for Cisco now, says analyst Bill Lesieur for Technology Business Research.

"Cisco is not a radio network player in the network or on the device side, and they want to stay out of it," Lesieur says. "Cisco has always been cautious on the device level, and they have decided originally not to go into consumer devices. But they must reconcile how this technology may one day work on the enterprise level with this converged device."

The Enterprise Factor

Meanwhile, RIM, despite the recent hype over its BlackBerry devices, has yet to make any significant market-adoption inroads for applications involving wireless integration with existing traditional LAN, server-based networks. While there are enterprises adopting the BlackBerry for network integration, widescale integration will continue to be slow going, although it has been around now for several years.

The same can be said for combination Wi-Fi/cellular phones, which have only just been launched. "Network admins will have to replicate the whole desktop environment to the mobile device and then surround that with even more support services. [It] will be that much more complex to support mobile devices running business applications and email," Lesieur says. "The IT industry spent 25 years figuring out how to support a PC, and it has matured. But now the same thing will happen with these types of smartphones."

The road to wireless integration will be fraught with challenges, despite vendors' promises. "Many companies are making

the wrong assumption that this is going to be easy," Lesieur says. "While converged Wi-Fi and cellular devices and other wireless applications will surely mature faster than the desktop environment, there will still be a lot of hurdles."

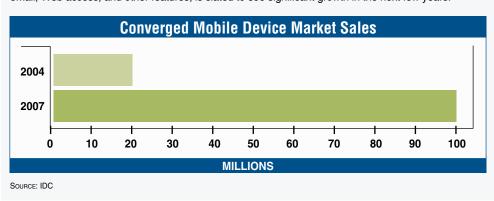
The Security Factor

IT admins know well that Wi-Fi is synonymous with security risks, and the Wi-Fi/cellular combination handsets are no different. Similar to the BlackBerry device, which functions exclusively over cellular data connections, the devices are reasonably secure and encrypted over data and voice cellular networks.

However, the Wi-Fi link represents the most risk, says Richard Rushing, CTO for AirDefense. "The [security] issue with cellular is that to decode a cellular connection, the cost is around \$50,000 [to buy the system]. For Wi-Fi connections, the cost is a laptop and [downloadable and free decoding systems], which may not even be illegal," Rushing says. "I'm not sure potential customers realize the security issue with Wi-Fi." P

Converged Mobile Device Sales Forecast

Handsets that pack Wi-Fi, cellular wireless, and other capabilities in a single handset fall under the converged wireless handset category. This sector, which includes handhelds that integrate cell phone, email, Web access, and other features, is slated to see significant growth in the next few years.



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Email Programs For Every Problem

Managers Aren't Alone When It Comes To Keeping Email Running Smoothly

by Ericka Chickowski

FOR THE TYPICAL EMAIL user at your company, the magic of nearly instant communication is pretty simple. Just type the missive, press Send/Receive, and relax. If you are doing your job right, there isn't much more to it than that for these folks.

But that job isn't always easy.

That transparency can often come at the cost of your sanity while trying to maintain email

systems continuously. To say nothing of mundane technical difficulties, you have got to worry about spam, virus protection, security breaches, and audit trails. It might sometimes be a frustrating task, but there is plenty of help on the market to make your life easier when it comes to addressing these email trouble

These products vary immensely, from simple software agents to complex appliances that cost tens of thousands of dollars. There is

no set formula for deciding what your organization will need. It all depends on how all-inclusive a solution you'll need, how much benefit you think you will gain on the product, and your overall bud-

When choosing the right set of tools, it is important to do your homework first, says Info-Tech Research analyst Janet White.

> White advises clients to first address their problems and come up with a list of must-haves before

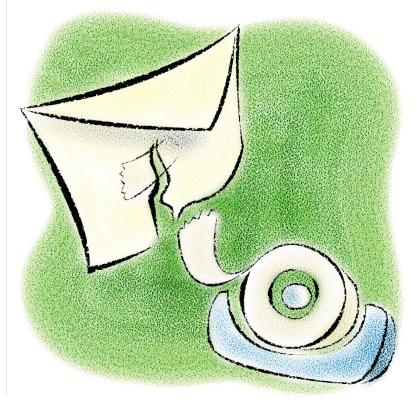
approaching vendors. "You need to come up with a strong requirement list and weed out all of those 'nice to haves," she says. "Once you go to your vendors, they are going to be coming up to you saying, 'Oh, our product does this wonderful thing and that, and it does backflips, too.' If you know what you need upfront, you can tell them, 'That's nice, but I don't need to spend an extra \$1,000 on it." (Disclosure: Info-Tech analysts write a twice-monthly column *for* Processor.)

Big Picture Security Solutions

This first group of products consists of packages that provide across-the-board solutions for most email security and antispam needs. Some are easily deployed devices with software included, while others are software products only.

■ Barracuda Networks' **Barracuda Spam Firewall**

The Barracuda Spam Firewall is a high-powered device that can filter up to 10 million emails a day. It weeds out unwanted spam and viruses to keep your email unclogged and running smoothly. www.barracudanetworks.com



www.ca.com

Protection

■ McAfee Managed Mail

This is a multilayer approach to email threats. It provides spam and virus blocking, content monitoring, and reporting tools. www.mcafee.com

■ Computer Associates eTrust **Secure Content Manager**

The eTrust Secure Content Manager is an all-in-one software package that provides content security management, antispam filtering, Web security, URL blocking, and antivirus protection.

When choosing the right set of tools, it is important to do your homework first.

- Janet White, Info-Tech Research analyst

■ Mirapoint RazorGate 100

This appliance offers real-time scanning and filtering to protect networks from viruses and spam. Mirapoint offers an extensive education program for administrators deploying RazorGate hardware.

www.razorgate.com

■ Trend Micro NeatSuite

NeatSuite for SMB is a solution for gateway, email, server, and PC protection in a single package. The program includes spam, Go to Page 28, Column 1

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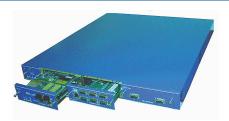
Get the scalability and performance of a chassis switch in an easy-to-manage, pay-as-you-grow solution. Sixteen 2Gb ports plus a four-pack of high-speed 10Gb ISL ports. Start with as few as 8 ports activated, then expand in 4-port software-keyed increments. Built-in config wizards, high interoperability and I/O StreamGuard for RSCN suppression help you build fabrics quickly and cost-effectively.



26650 Aliso Viejo Pkwy Aliso Viejo, CA 92656 Phone: (800) 662-4471 Fax: (949) 389-6009 WEB SITE: www.glogic.com

InfiniBand Database Kit

Virtual Booth 3707 • Virtual Product 1299



Voltaire InfiniBand Database Kit enables IT managers to move their IBM DB2 or Oracle database applications from expensive high-end servers to low-cost commodity server clusters while maintaining superior application performance

- Voltaire ISR 6000 InfiniBand Switch Router
- Software
- 4X InfiniBand adapters & cables



54 Middlesex Turnpike Bedford, MA 01730 Phone: (800) 865-8247 Fax: (781) 276-1561 WEB SITE: www.voltaire.com EMAIL: info@voltaire.com

InfiniBand Switch Router

Virtual Booth 3707 • Virtual Product 1298



The Voltaire ISR 9024 is a high-performance, low-latency, fully non-blocking InfiniBand switch that is ideal for highperformance computing clusters & distributed databases.

- 1U form factor with 24 4X (10Gbps) InfiniBand ports
- Available bandwidth of 480Gbps
- High availability design
- Reduces TCO for clusters



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InfiniBand Switch System

Virtual Booth 3735 • Virtual Product 1651



MTS2400 - 24-Port Modular InfiniBand Switch System

Industry-leading InfiniBand Switch systems are based on Mellanox InfiniScale & InfiniScale III switch silicon & offers support for both 10 & 30 Gbps ports in flexible configurations. Offers significant price performance advantages over Ethernet switches as well as other more expensive proprietary networks.



2900 Stender Way Santa Clara, CA 95054 Phone: (408) 970-3400 Fax: (408) 970-3403 WEB SITE: www.mellanox.com

Infiniband Switch

Virtual Booth 3848 • Virtual Product 1641



Topspin 270

Provides the industry's only InfiniBand switch designed to maximize reliability, availability, and serviceability. With fully redundant, hot-pluggable components and hitless failover, the Topspin 270 provides a director-class 96-port 4x or 32-port 12X switch for building scalable, highly available clusters.



515 Ellis Street Phone: (866) 867-7746 WEB SITE: www.topspin.com Mountain View, CA 94043 Fax: (650) 316-3272 EMAIL: info@topspin.com

Virtual Booth 3631 • Virtual Product 1173

SCSI-To-FC Router



ServerAttach 40 - Connect SCSI Servers to an FC SAN

- 2 to 4 Fibre Channel Ports
- 4 to 8 SCSI Buses (HVD or LVD/SE)
- Optional SCSI Cable Kits Available
- Serial and Ethernet Management Ports
- Redundant, Hot-swappable Power Supplies and Fans

Quick, Convenient Setup -- It's An Appliance!

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Tape Library-To-FC Router Virtual Booth 3631 • Virtual Product 1174



10000 Storage Router: SCSI Tape Library to FC SAN

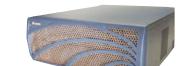
- 2 to 8 Fibre Channel Ports
- 4 to 12 SCSI Buses (HVD or LVD/SE)
- Optional SCSI Cable Kits Available
- Serial and Ethernet Management Ports
- Redundant, Hot-swappable Power Supplies and Fans
- Supports Consolidation of SCSI & FC Storage

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Switched Computing Virtual Booth 3848 • Virtual Product 1642



Topspin 360, the industry's first Switched Computing System, provides unprecedented levels of availability, scalability, and manageability for deploying server clusters and on-demand computing. Switch modules provide multiple terabits of internal bandwidth, and up to 12 expansion modules for Fibre Channel and Ethernet in a single enclosure, providing "pay-as-you grow" scalability.



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iSCSI-To-SCSI Bridge Virtual Booth 3814 • Virtual Product 1663



ATTO iPBridge™ iSCSI-to-SCSI Bridge products allow users to attach a SCSI tape library SCSI disk array or magnetooptical (MO) storage systems to IP networks. This enables users to leverage their existing Ethernet network and increase storage utilization for a cost-effective networked storage solution. ATTO iPBridge products are available in three versatile form factors for ease of integration.



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One of the largest independent software vendors in the world. We deliver end-to-end solutions for the Unwired Enterprise, featuring the following:



Adaptive Server Enterprise 12.5.2 (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. The ASE 12 5.2 is continuing the legacy of business-critical performance, cost-effective computing. It is faster, more efficient, and easier to deploy and maintain.

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ 12.5 is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance, and storage efficiency, as well as the lowest total cost of ownership. Sybase IQ is the only business intelligence solution available on the market today that offers column-based data warehousing.

IANYWHERE SQL Anywhere Studio is a comprehensive package that provides data management and enterprise data synchronization, enabling the rapid development and deployment of database-powered applications. SQL Anywhere Studio extends information in corporate applications and enterprise system to anywhere business takes place. With more than 8 million deployed seats, SQL Anywhere Studio powers embedded database applications in desktop, server, mobile and remote office environments.

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities.

Manage Anywhere Studio™ A complete all-in-one solution that provides central control of software distribution and updates, system configuration, and device inventory for desktops, laptops, servers and handhelds. It reduces costs due to software distribution, help desk support, inventory maintenance as well as lost productivity.

PylonTM A set of flexible, feature rich, secure solutions that extend a company's existing Lotus Notes and Microsoft Exchange infrastructure to handheld devices. Pylon products enable organizations to mobilize corporate email, calendar, contacts, task lists, expenses and custom Notes applications, easily - with no programming required.

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Ultra320/HVD SCSI Converter

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- Convert Between All Versions of LVD/MSE/SE/HVD
- Extend LVD/MSE/SE/HVD Bus Length Isolate HVD Segments of a SCSI bus
- Standalone and Board-level Versions
- Targets & initiators located on both sides of expander
- Backward-compatible with older versions of SCSI
- Does not consume a SCSI ID



4655 Ruffner Street San Diego, CA 92111 Fax: (858) 560-8929 WEB SITE: www.paralan.com

ESCON® to Bus/Tag Converter

Virtual Booth 3827 • Virtual Product 1623



Optica Technologies 34600 FXBT Converter provides attachment of legacy bus/tag peripherals to an ESCON FX fiber optic channel directly or through an ESCON Director. The converter operates by converting the peripheral's electrical interface signals into light pulses for transmission to the fiber optic channel. Fully IBM 9034 compatible. ESCON is a registered trademark of IBM Corporation.



700 Pleasant Valley Drive Springboro, OH 45066-0848 Phone: (800) 953-4773 Fax: (937) 704-0101 WEB SITE: www.opticatech.com

Industrial Ethernet Switch

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EtherDevice™ Switch EDS-508 Series **Industrial 8-Port Managed Redundant Ethernet Switch**

- -40 to 75 degrees C Temperature
- Turbo ring with 300 ms fast recovery time
- Tagged VLAN supported for network security
- QoS Prioritization for determinism
- IG MP Snooping for multicast traffic filtering



3001 Enterprise Street, #210 Phone: (714) 528-6777 WEB SITE: www.MoxaUSA.com

Brea, CA 92821 EMAIL: info@MoxaUSA.com

Enterprise Ethernet Switch Virtual Booth 3789 • Virtual Product 1556



The IntraCore IC35160 Series is Asante's most powerful. flexible family of Layer 2 backbone, core and distribution level aggregation switches. Tailor an IntraCore switch with hardware and software to precisely match your network needs today and in the future. The IC35160-T contains 12 ports of 10/100/1000BaseT with 4 ports auto-selectable GBIC/1000BaseT copper.



821 Fox Lane San Jose, CA 95131 Phone: (408) 435-8388 Fax: (408) 435-7511 WEB SITE: www.asante.com EMAIL: sales@asante.com

Secure Ethernet Switch Virtual Booth 3789 • Virtual Product 1781



Contains powerful authentication and CoS capabilities at industry-leading prices

The IntraCore 36000 Series of Layer 2 Gigabit Ethernet switches are designed to provide high-density 10/100/1000BaseT connections at the edge of the network in a space-saving 1 rack-unit form factor. Comes in 24-port (IntraCore 36240) and 48-port (IntraCore 36480) switches.



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Gigabit Managed Switch Virtual Booth 4065 • Virtual Product 2022



HotBrick GigaBrick 2600 Layer 2 Managed Switch The GigaBrick 2600 is the perfect solution to allow your network to achieve Gigabit speeds. With state-of-the-art technologies such as 2 Gigabit ports, VLAN, QoS, Port Mirroring, Flow Control and Web traffic management, the GigaBrick 2600 is the perfect investment for your future



7243 NW 54th Street Miami, FL 33166 Toll Free: (866) 468-2742 Fax: (305) 594-4442 WEB SITE: www.hotbrick.com EMAIL: sales@hotbrick.com

Choose The Right Internet Hosting Provider

Continued from Page 7

Services

Make sure the IHP allows use of programming languages such as CGI. Also make sure it provides content storage, spam filtering, and virus scanning as part of its basic service, as well as an easy FTP method-otherwise, you will be hampered in efforts to maintain your site. Another important service to consider, if you plan to accept credit cards, is SSL security.

If your site has high traffic rates for either concurrent users or transactions, you'll need to locate very large, industrial-strength IHPs that provide mirror sites and 24/7 staffing. Rates won't be cheap, but if you need something similar to an Amazon.com site, this type of IHP is for you.

Along those same lines, it's important, if you need it, to make sure your IHP has highspeed connections to the Internet. Generally your provider should have at least 45Mbps T3 lines, as 1.5Mbps T1 and fractional T1

lines just aren't large enough to carry traffic efficiently for all its clients.

It's also very important to keep the administrative contact for your company domains in your company's name, not in the IHP's. This allows an easier move to a different IHP should you encounter issues.

Can your prospective host provide you with success stories for clients with similar configurations to yours? Is it able to provide references from clients who can tell you about their experience using that company? Referrals are nearly always the best way to locate an IHP. If you choose to hire Web content developers to build your site, check with them for recommendations.

No IHP has everything at the price you're willing to pay. Decide which features are must-haves and which are nice-tohaves. Review the services, and then balance reliability, speed, features, and customer service. Building a good relationship with your customers is started by building a relationship with your IHP.

9 Things To Know Before Selecting Your IHP

- 1. Understand the distinctions between shared and managed dedicated hosting.
- 2. Does your potential IHP's network have blackholed IPs?
- 3. Don't confuse size with stability.
- 4. Don't make price your only priority.
- 5. Make sure your host has fully redundant data centers.
- 6. What percentage of the IHP's support staff are experienced systems administrators?
- 7. Is the IHP flexible?
- 8. How far will its support go without extra charges?
- 9. What do its clients say about it?

SOURCE: CHRIS KIVLEHAN, INETU MANAGED HOSTING

Outsourcing Control Over Enterprise Email

Continued from Page 8

clock. A great help desk should also be within immediate reach. When it boils down to security, the word for the day is encrypted. Web access, VPN access, remote access, and PDA access should all be encrypted. Other security list toppers include complete multifactor virus scanning, firewall and proxy services, spam protection, and bulletproof authentication.

An outsourcing vendor should provide anytime, anywhere, reliable access to email. Also, look for vendors who offer a wide range of messaging features such as POP3, IMAP4, and WebMail (a feature-rich Webbased interface). When it comes to fees, outsourcers typically charge for services on a per-user-per-month basis. Some vendors may provide discounts depending on the number of services chosen. On average, corporate outsourcers may charge anywhere from \$10 to \$30 per mailbox per month. This is no doubt higher than most ISP rates, but when you consider the benefits that outsourcing offers along with the headache relief, the fee becomes more amiable.

Outsourcing may not be for everyone at this point, but a little research and evidence suggests that the enterprise is accepting the option with half open arms at least. Right now, the benefits of outsourcing email are awarded immediately to companies that are growing rapidly, operate in several locations, or are involved in highly regulated industries with stringent archiving requirements. However, like any outsourcing venture, there are certain risks to take, so calculate the risks and execute proper due diligence.

Tips For Picking An Email Outsourcing Company

Outsourcing anything, let alone email, is ultimately a matter of giving someone else control over an aspect of your business. But outsourcing email can be a huge help to companies looking to focus on core business competencies (and save money), rather than looking after in-house email. When considering prospective outsourcing vendors, look for the following:

Competence. A prospective outsourcer should have a good track record and great references.

Preservation. An outsourcer should preserve the functionality of a client's internal email system.

Improved functionality. Expect new useful features including improved virus and spam control.

Extra cost. Be aware of above base costs on items such as additional storage, SSL connections, virus/spam control, and disaster recovery.

A great help desk. Some outsourcers only offer tier-1 support. Seek out vendors who offer tier-1, tier-2, and tier-3 support.

Backup. Don't go without fantastic backup capabilities. Find out how long it will take to restore your data when necessary.

Mobile user support. Outsourcers should provide appropriate mobile connectivity and sufficient infrastructure for users who are on

GBIC Modules

Virtual Booth 3683 • Virtual Product 1250



Transition Networks' GBIC transceiver is a plug-in module and it is hotswappable. It allows for seamless integration of fiber with copper LAN connections wherever GBIC interface slots are available.

- Laser Class 1 Product
- Compliant with 802.3z 1000BaseSX;1000Base LX
- Plug-and-Play module
- Hot-Swappable
- TTL Logic Interface

6475 City West Parkway Eden Prairie, MN 55344 Phone: (800) 526-9267 Fax: (952) 941-2322 WEB SITE: www.transition.com

Telephony Appliance

Virtual Booth 4038 • Virtual Product 1978



Ideal for medium to large enterprise locations the EdgeMarc 5300 includes 1 x 10/100/1000 Ethernet LAN interface and 1 x 10/100/1000 Ethernet WAN interface. It replaces multiple standalone systems by integrating a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS



2730 San Tomas Expressway Phone: (408) 351-7200

Santa Clara, CA 95051 Fax: (408) 727-6430

Telephony Appliance Virtual Booth 4038 • Virtual Product 1977



Ideal for small to medium enterprise locations the 4300T includes a T1 CSU/DSU WAN interface, 4 x 10/100 Mbps LAN interfaces and a crypto co-processor for VPN applications. It replaces multiple systems by integrating IP routing, a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.



2730 San Tomas Expressway Phone: (408) 351-7200

Santa Clara, CA 95051 Fax: (408) 727-6430

Voice/Fax Over IP Gateways Virtual Booth 29 • Virtual Product 1761



Multi-Tech MultiVOIP gateways provide toll-free voice and fax communications over the Internet or Intranet. The MultiVOIP family of analog and digital models ranging from one to 60 ports, connect directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, tollquality voice connections to any office on a VOIP network. MultiVOIP is designed to help maximize investments in the existing data and voice network infrastructure.



2800 Vicksburg Lane N Minneapolis MN 55447 Fax: (763) 553-1964 WEB SITE: www.modemexpress.com EMAIL: sales@modemexpress.com

Four-Channel VoIP Gateway Virtual Booth 3987 • Virtual Product 1920



EVolP-4010 is a four-channel VolP gateway in a rackmountable enclosure. Once installed, the EVoIP-4010 provides IP trunking to remote offices or local and long-distance communications via VoIP. It includes new features such as an integrated hub for easier integration and connection to IT and phone networks and support for 110V and 220V systems in a single unit.



301 Yamato Rd. Boca Raton, FL 33432 Phone: (866) 410-3892 Toll Free WEB SITE: www.i2telecom.com EMAIL: info@i2telecom.com

VoIP Management Tools Virtual Booth 3980 • Virtual Product 1994



Without Qovia on your VoIP network, you're driving blind. VoIP Networks Don't Run Themselves. That's why you need the VoIP Management Tools from Qovia.



7470 New Technology Way Ste. E Frederick, MD 21703 Phone: (301) 846-0020 Fax: (301) 846-0065 WEB SITE: www.govia.com EMAIL: sales@qovia.com

VoIP Systems
Virtual Booth 3787 • Virtual Product 1553



The Cisco family of IP and wireless IP phones provides a complete range of communications devices designed to take full advantage of the power of your data network, while providing the convenience and ease-of-use you've come to expect from your business phone. From the home office to the manufacturing floor, from the lobby to the executive suite, there is a Cisco IP phone for you.



12020 Shamrock Plaza Omaha, NE 68154 Phone: (866) 263-6536 Fax: (402) 491-3593 WEB SITE: www.mandolfo.com EMAIL: contact@mandolfo.com

Turnkey VolP Solution

Virtual Booth 3970 • Virtual Product 1886

Multiservice Networks

The convergence of voice, video and data is here today. GTP Voice™ is a complete, turnkey Cisco-based IP Telephony and Call Center solution for small and medium-sized businesses. GTP plans, designs and implements complete IP Telephony / Call Center solutions & converged voice/data networks with products & technology from Cisco Systems. Our solutions feature:

- Desktop and wireless LAN IP phones
- Centralized, server-based call processing with Cisco Call Manager
- Integrated voice and email messaging using Cisco Unity Gateways to public telephone networks & legacy PBXs
- Automated call distribution & interactive voice response for call centers based on Cisco IPCC Express



420 Lexington Ave, Ste 24 New York, NY 10170 Phone: (212) 972-6200 Fax: (212) 972-6201 WEB SITE: www.greenwichtech.com EMAIL: sales@greenwichtech.com

VoIP Solutions

Virtual Booth 3959 • Virtual Product 1874





Let ALC Services take the mystery out of Voice Over IP (Internet Telephony) and show you how the awarding winning 3Com NBX can deliver a significant cost savings by converging Voice and IP services onto a single unified platform, thus reducing your cost of ownership by eliminating dual IT support costs.



2081 E. Division Street Arlington, TX 76011 **Phone: (800) 606-1905** Fax: (817) 275-5201 WEB SITE: www.alcservices.com EMAIL: sales@alcservices.com

VoIP/PSTN Phone System

Virtual Booth 4051 • Virtual Product 1996



TalkSwitch, Centrepoint Technologies' hybrid phone system, combines traditional and VoIP telephony for offices with 1 to 32 users per location at breakthrough prices. With rich features including auto attendants, voicemail, remote extensions and much more, TalkSwitch improves image, reduces communication costs and keeps you connected everywhere. It's the easiest system to install, configure and use.



1545 Carling Ave. Suite 510 Ottawa, ON, Canada K1Z 8P9 Phone: 888-332-9322 x 301 Fax: (613) 725-2898 WEB SITE: www.talkswitch.com EMAIL: sales@talkswitch.cor

VoIP Across NAT Firewalls

Virtual Booth 3722 • Virtual Product 1400



PeerPoint transparently traverses NAT firewalls with no additional customer premise equipment required and no replacement of the existing security infrastructure.

- Reach Subscribers behind firewalls
- Serve VoIP through existing firewalls
- Resolve Compatibility issues
- Intrusion Prevention and Session Control



2033 Gateway Place San Jose, CA 95110 Phone: (408) 252-8647 Fax: (408) 437-1201 WEB SITE: www.jasomi.com EMAIL: sales@jasomi.com

OEM VoIP Appliance

Virtual Booth 1351 • Virtual Product 1763



Acrosser AR-M9919 with WinCE.net

- Embedded solution w/ TUI, VAIL, complete network stack
- · Low power and fanless 300MHz processor
- · On-board compact flash slot for IDE solution
- VGA/ KB/Ethernet/Serial ports/PC-104 expansion
- On-board audio with Mic in, CD in, line-in and line-out



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Cypress, CA 90630 Fax: (714) 827-9908 EMAIL: sales@acrosser.com

Last Mile Connectivity Virtual Booth 3942 • Virtual Product 1835



The FlightStrata Family is for enterprise customers in need of longer distance connectivity & Gigabit Ethernet speeds

- Data Speeds: up to 1.25 Gbps from T1/E1 to Gigabit
- Max. distance: up to 4 km (2.5 Miles)
- Multi-Beam Array Tracking along with Automatic Power Control delivers active performance to address changing atmospheric conditions and mount/building movement



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San Diego, CA 92121 Fax: (858) 643-5201 EMAIL: sales@lightpointe.com

Turnkey Wireless Solution Virtual Booth 3962 • Virtual Product 1878



Ideal Alternative to Multiple T1s or Fiber-Optic

- 6 to 9 months ROI
- 99.99% reliability Unaffected by weather
- Typically installed within 2 weeks in the USA
- You own the connection No monthly payments
- Distances up to 40 miles Bandwidth up to 1000Mbps



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IP Digital Radio Link Virtual Booth 3838 • Virtual Product 1635



Velox LE IP

License-exempt carrier class IP backhaul solution, ideal for VoIP and low-latency applications.

- 90Mbps Ethernet
- 2.4 and 5.8GHz bands
- Point-and-click frequency selection
- Scalable bandwidth
- · Split configuration and allindoor options
- Fully SNMP enabled



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Embedded Wireless

Virtual Booth 3967 • Virtual Product 1883





The EM2420 radio solution is the ideal, best in class communications product for a wide array of low-cost, powerefficient, low data rate applications. It comprises multiple microcontroller interface, reference designs and the ground breaking EmberNet embedded networking software. It is designed to comply with the IEEE 802.15.4 short-range wireless standard, and for compatibility, easy over-the-air upgrade, with the forthcoming ZigBee netowking standard.



313 Congress St, 4th Floor Boston, MA 02210 Phone: (617) 951-0200 Fax: (617) 951-0999 WEB SITE: www.ember.com EMAIL: sales@ember.com

WLAN Access Point

Virtual Booth 3761 • Virtual Product 1525



BeaconPoint™ dual band-access points provide radio frequency^{RF} coverage anywhere that wireless service is required on the BeaconWorks™ wireless network. BeaconPoint's plug-&-play technology greatly simplifies the installation process, simply plug it into the network and it automatically discovers the appropriate BeaconMasters wireless router and is automatically added to the network.



200 West Street, Suite 401 Waltham, MA 02451 Phone: (781) 547-0060 Fax: (781) 547-0059 WEB SITE: www.chantrynetworks.com EMAIL: sales@chantrynetworks.cc

Wireless Networking System Virtual Booth 3907 • Virtual Product 1778



Access/One Network by Strix Systems

- · Mesh Networking: Self-configuring, self-tuning, and
- True wireless: No wires, even to the Access/One nodes
- Manageable: System level management from a single point • Secure: Advanced tools to authenticate, encrypt, & monitor
- Modular: Any combo of 802.11a/b/g & Bluetooth



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Secure 802.11b/802.11g AP Virtual Booth 3709 • Virtual Product 1312



- Integrated 802.11b & 802.11g WLAN access point
- Integrated antivirus, firewall, VPN, content filtering & intrusion detection & prevention services to both wireless & wired connections
- Ideal solution for small businesses, enterprise remote offices, retail stores and broadband telecommuter sites



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Wireless Router

Virtual Booth 2909 • Virtual Product 1273



ZFS1104WE - Wireless 802.11 Router w/ built-in access point and integrated four-port 10/100Mbps switch Excellent range, Fully backward compatible, Interoperability, Flexibility...more! 802.11b&g/128-bit Encryption/Firewall/NAT/ Web-based Management



937 Radecki Court Rowland Heights, CA 91748 Phone: (626) 810-7887 Fax: (626) 810-8799 WEB SITE: www.zonetusa.com

WLAN Router

Virtual Booth 3761 • Virtual Product 1526



BeaconMaster™ WLAN Router

BeaconMaster controllers are high-performance platforms that provide centralized intelligence for the Chantry WLAN solution. Each BeaconMaster is a full-functioning router that aggregates all access points-BeaconPoints as well as third-party access points-into what appears as individual, centrally managed IP subnets to the rest of the network.



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WLAN Switching System Virtual Booth 3712



Aruba 5000 - Modular Corporate Campus Wi-Fi Switch Aruba 2400 - Regional Headquarters Wi-Fi Switch Aruba 800 - Branch Office Wi-Fi Switch

- Complete Multi-Layered Security
- · Centralized Wireless LAN Switching
- Advanced RF Management
- Standards-Based Enterprise Mobility



180 Great Oaks Boulevard Phone: (408) 227-4500 WEB SITE: www.arubanetworks.com

San Jose, CA 95119 Fax: (408) 227-4550 EMAIL: prosales@arubanetworks.com

Wireless Outdoor Bridge

Virtual Booth 4048 • Virtual Product 1990

The EasyBRIDGE 11 seamlessly connects LANs across multiple buildings thereby eliminating expensive recurring leased line fees. The result is a carrier quality connection that pays for itself in less than a year, or even sooner with replacing multiple leased lines. Featuring low cost cabling, easy installation, rapid scalability, and seamless integration into existing Ethernet networks, the EasyBRIDGE 11 enables immediate deployment while ensuring maximum cost efficiency. Using Direct Sequence Spread Spectrum technology in the 2.4GHz license-free band, the EasyBRIDGE 11 is ideally suited for superior building-tobuilding connectivity in co-located fixed LAN environments.



5858 Edison Place Carlsbad, CA 92008 Phone: (760) 517-3170 Fax: (760) 517) 3xxx WEB SITE: www.alvarion.com

Outdoor Mesh Router

Virtual Booth 3982 • Virtual Product 1907



- · Wireless mesh network creates a wireless backhaul eliminating the need for trenching & cable pulling
- Robust self-forming, selfhealing mesh technology provides redundant links & overcomes line-of-sight issues
- 200mW radio covers distances up to two miles
- Dual Ethernet ports for connecting any outdoor access point or IP surveillance camera



16795 Lark Avenue, Suite 200 Los Gatos, CA 95032 Phone: (408) 399-7771 Fax: (408) 317-1777 WEB SITE: www.firetide.com EMAIL: info@firetide.com

Wireless LAN Analyzer

Virtual Booth 3836 • Virtual Product 1630



Yellowjacket™ 802.11b/g Test Receiver Yellowjacket™ is a calibrated wireless receiver module that interfaces with HP's iPAQ PocketPC in sweeping, analyzing and optimizing 2.4GHz Wi-Fi networks. The receiver measures all 14 OFDM / DSSS IEEE 802.11b/g channels allowing the user to determine the AP/STA's MAC, SSID and RSSI signal levels for all



255 Liberty Street Metuchen, NJ 08840 Phone: (732) 548-3737 Fax: (732) 548-3404 WEB SITE: www.bvsystems.com EMAIL: info@bvsystems.com

access points on or off any

802.11b/g WISP or hotspot.

Wireless LAN Security

Virtual Booth 3663 • Virtual Product 1224



BorderGuard - More Secure Than Wired Networks An easy-to-use platform for all WLAN, wireless VPN and traditional remote access needs.

- Includes BorderGuard™ VPN appliance, secure network roaming Client, and Tunnel-Lock™ endpoint security
- Embedded, strong bilateral authentication
- FIPS 140-2 & Common Criteria cert: HIPAA compliant



BLUE RIDGE

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Chantilly, VA 20151 Fax: (703) 631-9588

Wireless Security Gateway Virtual Booth 3786 • Virtual Product 1551



The AF7500 sets the enterprise standard for high performance, secure, manageable and reliable wireless LANs. The AF7500 centrally connects and manages numerous access points in one or more compact rack mount units. All critical security operations - encryption, authentication, data integrity checking, key exchange and data compression are optimized to minimize hands-on management.



4025 Tampa Road, Suite 1111 Oldsmar, FL 34677 Phone: (813) 288-7388 WEB SITE: www.airfortress.com EMAIL: info@airfortress.com

WLAN Security Appliance Virtual Booth 3841 • Virtual Product 1636



AirDefense, an enterprise-class solution based on a secure appliance & distributed remote sensors, has pioneered the concept of 24x7 monitoring of the airwaves. It provides the most advanced solutions for rogue WLAN detection, policy enforcement, intrusion protection & WLAN monitoring. Blue chip companies & government agencies rely upon AirDefense to secure and monitor WLANs around the globe.



4800 North Point Pkwy., Suite 100 Alpharetta, GA 30022 Phone: (877) 220-8301 Fax: (770) 453-9601 WEB SITE: www.airdefense.net EMAIL: info@airdefense.net

WLAN Security System Virtual Booth 3690 • Virtual Product 1254



AirMagnet Distributed 4.0 brings bulletproof security & performance to your wireless enterprise with 24x7 control over all WLANs in all locations. Industry-leading security includes complete Rogue Management, wireless Intrusion Detection, continuous Vulnerability Assessment and Policy Monitoring. To start your FREE evaluation, visit www.airmagnet.com/processor to register.



894 Ross Drive, Suite 200 Phone: (408) 400-0200 WEB SITE: www.AirMagnet.com

Sunnyvale, CA 94089 Fax: (408) 744-1250 EMAIL: sales@AirMagnet.com

PCI Expansion System Virtual Booth 3744 • Virtual Product 1454



The XP-SB Expansion System features PCI 2.2-compliant. 64-bit/66MHz slots and is compatible with cPCI, PCI, and VME host systems. It consists of a PCI or optional PMC host card and a 1U rackmount chassis housing two or three PCI slots. The XP-SB is ideal for industries that require maximum performance and continuous operation, such as telecom, military/defense, and industrial computing.



10 Mupac Dr. Brockton, MA 02301 Phone: (508) 588-6110 Fax: (508) 588-0498 WEB SITE: www.auroratech.com EMAIL: info@auroratech.com

PCI-SCI Adapter Card

Virtual Booth 4025 • Virtual Product 1964



The Dolphin D341/D342 CompactPCI-SCI Adapter Cards are general purpose interfaces for connecting cPCI-based systems through SCI (Scalable Coherent Interface) links, and provide a transparent memory-mapped link. The adapters are used in applications such as computer clusters, reflective memory, system area networks, networking, I/O, fat pipes and for bus bridging.



98 Sterling St, Ste. 208 Clinton, MA 01510 Phone: (978) 365-4040 Fax: (978) 365-4002 WEB SITE: www.dolphinics.com EMAIL: sales@dolphinics.com

OEM 2-4U Rack Mount Cases

Virtual Booth 3615 • Virtual Product 1647



- 1.2mm SECC Zinc-Coated Steel (Japan Made)
- Aluminum Alloy Door with Hard Anodized Treatment
- LEDs for Power ON/OFF, Fan, Alarm. USB 2.0 Port in front
- 15 DVR backplanes for different system configurations
- Optional 8-Port Fan Controller Card
- OEM Carton Box Design for your own system
- 2U, 3U, 4U models available w/silver, red or blue bezel

Image & Shapetek D-Storm Series

6343 N. Rosemead Blvd. Ste.# 1 San Gabriel, CA 91775 Phone: (626) 301-0548

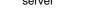
WEB SITE: www.imageshape.com EMAIL: info@imageshape.con

Harsh Environment PC Case

Virtual Booth 3653 • Virtual Product 1210

Cases by Evercase

- Excellent ventilation with up to seven 80mm fans
- Easy maintenance filter
- Optional thermal sensors with fan controller
- Thick steel (1.0mm) Optional sliding rails and
- front bezel Extended-sized (12"x 9.6") EATX mainboards
- · Dual-processor capability
- High-density rack mount server



1925 Lundy Ave. Phone: (408) 894-0728

WEB SITE: www.evercase.com

San Jose, CA 95131 Fax: (408) 894-9007 EMAIL:Sales@evercase.com

Server Cooling Solutions

Virtual Booth 3810 • Virtual Product 1720

Cooliag CJCE2QC

As for server cooling, Select Cool satisfies your aspiration for system rapidity via comprehensive support of dual processor and optimal highend copper coolers for servers.

- Weight: 455g
- Dimension: 92L x 75.6W x 27H(mm)
- Material: Copper 1000 Series
- Fin pitch: 1.3(mm)
- Fin thickness: 0.38(mm)



4035 Clipper Ct Phone: (510) 824-0888

Fremont, CA 94538 Fax: (510) 824-0893

Liquid Cooling System

Virtual Booth 3871 • Virtual Product 1708



Rittal's Power System Rack incorporates high-perfomance liquid cooling for CPUs, power packs and disk drives. This innovative design lowers the temperature directly by conductively cooling components at the site where heat is generated. The liquid cooling units are linked to an external, central cooling unit (chiller), which also controls the inlet temperature. A drip-free, quick-release coupling ensures an extremely high level of operational reliability.



One Rittal Place Springfield, OH 45504 Phone: (800) 477-4000 Fax: (937) 390-5599 WEB SITE: www.rittal-corp.com EMAIL: rittal@rittal-corp.com

Wireless Solution

Virtual Booth 4026 • Virtual Product 1965



The eGig 11Mbps Wireless PCMCIA card gives you the total freedom of staying continuously connected to your local area networking without wires. Using the eGWPC11 you can easily roam throughout your office or home from one access point to another and continue to send & receive e-mail messages and use other network sources. For information on eGig's Wireless products contact eGig today.



401 West Grand St Ste.1000 Gallatin, MO 64640 Phone: (660) 663-4000 Fax: (660) 663-3736 WEB SITE: www.egigethernet.com EMAIL: sales@egigethernet.cor

USB-To-802.11b Adapter Virtual Booth 3860 • Virtual Product 1675



The Wavespeed™/LAN USB-to-802.11b wireless LAN adapter offers an easy way to add a PC, laptop or thin client to the network. It combines the ease and reliability of Plug and Play USB connectivity with the flexibility of wireless networking. Wavespeed/LAN is fully powered by the USB bus and is compatible with the full range of Windows® OS, including Windows NT® and Windows CE.



7004 Bee Caves Rd, Bldg 3, Ste 200 Austin, TX 78746 Phone: (512) 306-0600 Fax: (512) 306-0694 WEB SITE: www.ionetworks.com EMAIL: info@ionetworks.com

AMD Motherboards

Virtual Booth 3339 • Virtual Product 0954



Dragon Series: KT880 DRAGON 2 • K7VM333 All-in-One • KT600 DRAGON Plus v.2.0 • K7VME All-in-One • KT600 DRAGON Ultra Platinum. Soyo offers variety of Socket-A motherboards that support AMD AthlonXP, AMD Athlon64, AMD Thunderbird and AMD Duron processors. Ranging from SOHO to Enterprise Computing, all are guaranteed to be solid and priced competitively.



1420 South Vintage Ave. Ontario, CA 91761 Phone: (909) 292-2500 Fax: (909) 937-0783 WEB SITE: www.sovousa.com

Dual AMD Opteron MB

Virtual Booth 3988 • Virtual Product 1923



The most demanded dual Opteron platform on the market Covering critical dual Opteron-based HPC applications

- Dual AMD Opteron Socket 940 CPU Capable • Supports memory size up to 16GB with DDR400
- AMD 8111 & AMD 8131 chipsets
- Dual Broadcom Gigabit LAN Ports • Integrated ATI RageXL/8MB video controller



17837 Rowland Street Phone: (626) 839-6800 WEB SITE: www.accelertech.com

City of Industry, CA 91748 Fax: (626) 839-6899 EMAIL: sales@accelertech.com

Server Power Supply Virtual Booth 3743 • Virtual Product 1450

PSU Manufacturer for Rack Mount, Server & Desktop **OEM Welcome**

- Model: TOP-620RML
- Hot Swappable mini
- redundant power supply All 6DC output in each single module
- Dual A/C input (each single power with A/C inlet)
- Gold plate connector
- Total peak output 900W
- ATX 12V, EPS 12V, GES, WTX, BTX • Optional Active PFC at .99
- 18529 East Gale Ave. City of Industry, CA 91748

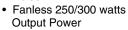


Phone: (626) 935-1688 Fax: (626) 935-1689 WEB SITE: www.topower.com EMAIL: sales@topower.com

Industrial Power Supply Virtual Booth 3208 • Virtual Product 669

Power Supply • 0Db Design, No Fan - No Noise

PS2 Fanless Industrial



- ATX12V Application For PS2 & 4U Rack Mount System
- Correction Efficiency 70% min at full load
- MTBF>100,000 hours

Active Power Factor

• 3-Year Warranty

EMAIL: sophia@etasis.com.tv

ETASIS

48531 Warm Springs Blvd.Ste.412 Fremont, CA 94539 Phone: (510) 490-4080 Fax: (510) 490-4087 WEB SITE: www.etasis-usa.com

2U True Redundant PS

Virtual Booth 2795 • Virtual Product 1646



- Model No. TC-xxxR2U (350w/400w/460w)
- I-Star 3 Year Warranty Power Supply
- I-Star 2U Size Redundant Power Supply • I-Star Hot-Swappable modules with ZERO downtime
- I-Star Each Module handles 50% load ensuring longer life
- I-Star Active PCF Factor Redundant Power Supply
- I-Star Works with most the 2u server cases



5441 Cogswell Road, Suite C Arcadia, CA 91006 Phone: (626) 303-8885

WEB SITE: www.istarusa.com

Continued from Page 21 antivirus, and content security components.

www.trendmicro.com

Virus & Security Products

These products focus mainly on the antivirus and security aspects of email protection. They may be a good choice for organizations that

■ Tablus Content Alarm

The Tablus Content Alarm system is a piece of hardware that protects important leaks via email by protecting outgoing data transmissions from including sensitive content. A pricey device, this is especially useful for businesses that live and die by security. www.tablus.com



have employed free and cheap spam solutions but require something more resilient on the security side.

■ Fortinet FortiGate 800 **Antivirus Firewall**

This device offers flexibility; it can be used as an antivirus and content filtering gateway or as a complete network protection firewall. www.fortinet.com

■ GFI MailSecurity

GFI MailSecurity is software that provides content and attachment checking, quarantining, virus scanning, and an email exploit engine. www.gfi.com

■ Trend Micro Network VirusWall

A leader in email tools and utilities, TrendMicro has a number of solutions in each category. The Network VirusWall is an outbreak-prevention appliance that protects your infrastructure from viruses and worms at the network layer.

www.trendmicro.com

Spam Solutions

These products offer smarter and more aggressive approaches to fighting the onslaught of spam on your email servers. They may offer nominal antivirus protection, but

Processor.com

not enough to be considered a onestop security solution.

■ Sendio ICE Box

This device uses sender address verification rather than filters to weed out spam. Sendio offers a 30-day, unconditional, moneyback guarantee on the product. www.sendio.com

■ TrimMail Inbox

The TrimMail Inbox is a license-free device that allows you to manage blacklists and whitelists to block spam while maintaining quarantines at the domain, server, and user levels.

www.trimmail.com

Utilities

Administrators need help with a myriad of email-related tasks. The following products are utilities that offer a range of miscellaneous uses.

■ Accellion Attachments 3.5

Accellion Attachments 3.5 focuses less on email than attachments. This software manages, tracks, and audits incoming and outgoing email attachments. www.accellion.com

■ e-DMZ Security Password Auto Repository

The Password Auto Repository is a standalone device that gives administrators the ability to manage passwords on email systems, among others. It handles change management and maintains a fully auditable record trail.

www.e-dmzsecurity.com

■ IPSwitch Imail Server

Imail is a low-cost email alternative to Microsoft Exchange. It offers Web-accessible mail in an easy-to-administer setup. www.ipswitch.com

■ KVS Enterprise Vault Software

Recently purchased by Veritas, KVS offers a number of packages. Enterprise Vault Software 5.0 is the flagship suite. This archiving software allows organizations to transparently save all email and instant messages for easier regulation compliance.

www.kvsinc.com

■ Mail Them Pro

Mail Them Pro helps manage mailing lists and mass mailings. It allows for merging of individual information for personalization and has a built-in SMTP server. www.kadmy.com

October 1, 2004

■ Quest Software Aelita **Recovery Manager for Exchange**

This software integrates with your backup software to access Exchange backups and easily restore individual, message-level

wm.quest.com

■ Visitech SBMS256 Email Server Appliance

This standalone email device is aimed squarely at SMEs. It handles email distribution for up to 256 users, is compatible with all POP3 software, and can be remotely administered over the Web. www.visitech.biz

Find Your Email Zen

The market is flooded with products like these, all designed to appeal to the beleaguered manager in charge of keeping email running smoothly. The trick is finding the right product with a



The E-DMZ Password Repository allows managers to control and administer passwords easily, while maintaining an audit trail.

■ Network Engines Data **Management Appliance**

Network Engines' Data Management Appliance is a comprehensive management tool for SMEs. It manages, protects, and controls Microsoft Exchange environments.

www.networkengines.com

set of features that suits your needs without breaking the bank.

Because there are so many options out there, be sure to check the features and benefits of several products before jumping into the first one you come upon. You may find a better fit somewhere else with a little more investigation.

DC/DC Converter

Virtual Booth 3881 • Virtual Product 1727



- Model: MPD-810H/810H-V
- Wide Range DC Inputs, 10~30VDC, 30~120VDC
- ATX output available, PG/PF signal • 120W forced air, 85W conventional cooling
- Open Frame, Designed for 1U Chassis
- Short Circuit/Over Load protected MTBF > 130,000 hours, 3-year warranty • Visit our site for special Evaluation Program



1031 E Duane Ave, Ste H Sunnyvale, CA 94085 Phone: (408) 245-4688 Fax: (408) 716-2562 WEB SITE: www.mapowerusa.com

Remote Server Management

Virtual Booth 3643 • Virtual Product 1199



- 100% out-of-band remote monitoring & management reduces downtime for any mission-critical server
- System independent, on-board modem, battery backup USB support for CD-ROM, keyboard & mouse, VGA support, hardware environmental monitoring, virtual boot, remote console redirection, auto server recovery, inband management agents, crash screen capture, etc.



6145-F Northbelt Parkway Norcross, GA 30071 Phone: (800) 828-9264 Fax: (770) 246-8790 WEB SITE: www.ami.com EMAIL: info@ami.com

Gigabit AntiVirus/AntiSpam

Virtual Booth 3953 • Virtual Product 1861



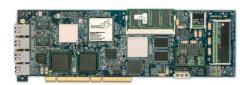
C-Series PCI Content Security Accelerator

- Turbocharge your appliance, gateway, firewall and mail/web proxy product lines
- Up to 1Gbps wirespeed Antivirus, Antispam
- Processes files, messages, packets, web pages
- 64-bit NodalCore™ Security Processing Unit Acceleration Development Kits now available!



1804 Embarcadero Rd, Suite 200 Palo Alto, CA 94303 Phone: (650) 292 4636 Fax: (650) 618 2769 WEB SITE: www.sensorynetworks.com

Gigabit Intrusion Detection Virtual Booth 3953 • Virtual Product 1862



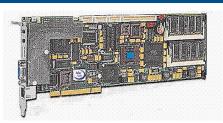
I-Series PCI IDS/IPS Accelerator

- Wire-speed IDS/IPS security processes in appliances
- Selection of 10/100, GbE interfaces • Ultra-high speed 2.4Gbps processing
- Compatible with SNORT™
- Inline and look-aside mode of operation
- 64-bit NodalCore™ Security Processing Unit



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Intrusion Prevention System Virtual Booth 3716 • Virtual Product 1353



Interceptor - Stops Network Attacks in Real Time

- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- Listed by Gartner as "Pure Play" in IPS • 6 Different Intrusion Detection Models
- Integrated antivirus (Optional)
- Config available supporting ADSL to Gigabit environment



5730 Glenridge Drive - Suite 10 Atlanta, GA 30328 Phone: (888) 872-7555 Fax: (770) 408-2035 WEB SITE: www.reflexsecurity.com EMAIL: info@reflexsecurity.com

4-Port RS-422/485 PCI Card

Virtual Booth 2341 • Virtual Product 1946



- Four (4) 9-pin ports with baud rate from 75 to 921Kbps
- 16C650-32byte FIFOs+SW adjustable 8-128Kbyte FIFOs Auto detection between RS-422 & 485 connections
- 600W Surge & 2.5KV Isolation protection
- Works with 32 & 64-bit PCI slot
- Industrial strength & reliability w/ transmission of 4000 ft
- Windows® 3.x/9x/Me/NT 4.0/2000/XP/2003, Linux, DOS



9314 Norwalk Blvd. Santa Fe Springs, CA 90670-2534 **Phone: (562) 699-5340** Fax: (562) 699-0795 WEB SITE: www.koutech.com EMAIL: sales@koutech.com

R U Ready For IM?

Continued from Page 15

Most enterprise-grade IM systems integrate with LDAP, which means the same back-end system used for login and email can serve as the registration database

Other advantages in-house IM systems bring to the table are increased collaboration functionality such customized IM groups or "rooms" and better applicationsharing support. Online presence is also being extended to groups and departments instead of individuals. For example, if you needed to speak with someone in the legal department, the message would be routed to available users in that department instead of a single individual.

By adding searchable archiving to all IM traffic, enterprise-class IM systems are also evolving into knowledge management tools. Jabber offers the ability to set up bots on keywords within chats; users can be instantly alerted if there is a new posting mentioning those particular keywords.

In short, both in-house and management systems offer organizations much more control over the public IM networks. Depending on the needs of your enterprise, there is a vendor with the functionality to bring IM under control while still reaping the advantages of realtime communication and presence awareness.

IM Products For The Enterprise

There are a number of IM solutions on the market worthy of use in the enterprise. Here are some of the most popular.

Product Akonix L7 Enterprise

(619) 814-2300 | www.akonix.com

Bantu IM Server

(202) 822-3999 | www.bantu.com

Bantu Alert Server

(202) 822-3999 | www.bantu.com

Bantu Presence Server Codespear SmartMSG

(202) 822-3999 | www.bantu.com

(248) 644-1090 | www.codespear.com

ConVoq ASAP (781) 676-6700 | www.convoq.com

FaceTime IM Director (650) 574-1600 | www.facetime.com

FaceTime RT Matrix

(650) 574-1600 | www.facetime.com

Groove Networks Groove Starter Kits (978) 720-2000 | www.groove.net

IBM Lotus Instant Messaging (Sametime) (888) 426-5800 | www.lotus.com

IMlogic IM Manager

(781) 902-2500 | www.imlogic.com

IMlogic IM Linkage

(781) 902-2500 | www.imlogic.com

Jabber Extensible Instant Messaging (303) 308-3231 | www.jabber.com

Microsoft Live Communication Server www.microsoft.com

OMNIPOD POD

(212) 620-2845 | www.omnipod.com

(212) 465-2100 | www.sonork.com

Vypress Messenger

www.vypress.com

WiredRed ePOP Secure IM Professional

(858) 715-0970 | www.wiredred.com

\$6,000 for a base server software license that supports 50 users; per-user pricing for additional IM users

Contact Bantu

Price

Contact Bantu

Contact Bantu

Pricing depends upon features; approximately

Group Plan \$1 per minute per user Pay-per-use (minimum four licenses); \$1,749.50 Group Membership (one year unlimited 25-person meetings)

Contact FaceTime

Contact FaceTime

\$2,295 Small Business and Projects edition; \$1,395 Workgroups edition; \$1,095 Teams edition

\$31,842 server software

\$48 per client

\$29,109 Sametime Enterprise Meeting Server Processor

Contact IMlogic

Contact IMlogic

\$30 per seat, which is a perpetual license that covers both client and server

Live Communications Server (CAL) \$25 per device or user; Live Communications Server License \$733: Live Communications Server External Connector License \$9,766

\$5 per user monthly

10 users \$199; 10-user upgrade \$120; 100-user upgrade \$1,050; 1,000-user upgrade \$8,000

One to 49 licenses \$19.90 each; 50 to 99 licenses \$14 each; 100 to 999 licenses \$9.50; Unlimited \$8,000

One to 100 users \$40 per client; 100 to 499 users \$38 per client; 500 to 999 users \$36 per client

Features

An IM management system deployed at the perimeter of

A highly scalable collaboration platform for secure IM.

Allows system-wide alerts to be sent.

Offers online presence awareness.

Secure and mission-critical alerting added to IM

Rich media features such as audio, video, presentations,

or shared applications are additional expenses.

An application deployed behind the corporate firewall.

An IM development platform.

A virtual office that provides application-sharing in addition to real-time communications.

An enterprise IM system that hooks into the Lotus Domino/Note platform.

An IM management system providing security, centralized control, compliance, and message archival

A development tool for linking IM into applications from any IM network.

Software for secure instant messaging using the XCP architecture.

Integrates with Microsoft Office to bring real-time communications to the Microsoft platform. The External Connector will allow for connectivity to public networks such as AIM, Yahoo!, and ICQ.

A hosted solution for secure IM, file transfer and sharing, SMS text messaging, and full support for compliance.

An extensible enterprise IM platform delivering advanced collaboration, security, and network integration.

Instant messaging and alerting software for enterprise networks.

A suite of products that include Web conferencing, secure instant messaging, and one-way pop-up alerts.

FC Storage Adapters Virtual Booth 3814 • Virtual Product 1605



Celerity FC 2-Gigabit Fibre Channel storage adapters are designed to satisfy the needs of host systems and fabric devices. Featuring Advanced Data Streaming (ADS™) Technology, Celerity FC provides faster and more efficient transfers, thus maximizing ROI. Capabilities like an integrated hub design and Integrated Offload Processing Center (IOPC) provide connectivity and scalability options.



155 CrossPoint Parkway Amherst, NY 14068 Phone: (716) 691-1999 Fax: (716) 691-9353 WEB SITE: www.attotech.com

iSCSI Accelerator

Virtual Booth 3978 • Virtual Product 1899



For the fastest, easiest to use and most affordable iSCSI Controller, try the Alacritech SES1001 iSCSI Accelerator -the only product that accelerates the Microsoft iSCSI Software Initiator. Based on Alacritech's proven SLIC Technology®, the basis of industry-accepted TCP/IP Offload Engine (TOE) solutions, the SES 1001 delivers unsurpassed iSCSI performance and efficiency.



Phone: (877) 338-7542 WFB SITE: www alacritech com

San Jose, CA 95112 Fax: (408) 436-0114 EMAIL: sales@alacritech.com

Fibre Channel HBAs

Virtual Booth 4049 • Virtual Product 1992





Tested, Proven, Supported!

Buy the leading HBA brand from the vendor of choice for most major OEMs. SANblade 2Gb host bus adapters provide fast, reliable and efficient data flow without bottlenecks. Available in PCI-X, cPCI, SBus and PCI Express models.



26650 Aliso Viejo Pkwy Aliso Viejo, CA 92656 Phone: (800) 662-4471 Fax: (949) 389-6009 WEB SITE: www.glogic.com

Queuing RAID Controller Virtual Booth 2885 • Virtual Product 1231



- Model RS4-100E
- Ultra ATA/100 • Supports RAID levels 0,1,0+1
- Queuing engine embedded in hardware
- PCI 32-bit, 66MHz and 33MHz • BIOS Configuration Utility - Create, Delete, View • Windows 2000/2003/XP and Linux RH7.3
- **Pacific Digital**

2052 Alton Parkway Irvine, CA 92606 Phone: (949) 252-1111 Fax: (949) 252-9397 WEB SITE: www.pacificdigital.com EMAIL: sales@pacificdigital.co

RAID Controller

Virtual Booth 3121 • Virtual Product 1342



The Ultimate RAID Solution - ACS-8990 RAID Controller RAID controller that utilizes SCSI host performance & leverage with the cost effectiveness of SATA & PATA IDE drives.

- U320 SCSI/2Gb Fibre to SATA RAID Controller
- RAID Level: RAID 0, 1+0, 3, 5, 30, 50
- Operating System: OS Independent & Host Transparent CPU: Intel i80321 64-bit, 600MHz RISC microprocessor

46710 Fremont Blvd. Phone: (866) 277-5888 WEB SITE: www.accusysusa.com/

Fremont, CA 94538 Fax: (510) 661-9800 EMAIL: sales@accusysusa.com

Server I/O Accelerator Virtual Booth 3662 • Virtual Product 1223



TiGiJet™ accelerators (Solid State: 2-6GB) eliminate I/O bottlenecks and dramatically improve the performance, scalability and ROI of enterprise-class applications.

- Accelerate MS SQL & Oracle performance up to 2300%.
- Increase scalability of Citrix servers by 100% to 300%.
- · SCSI device that is application and OS independent.



8000 Towers Crescent Dr. # 100 Vienna, VA 22182 Phone: (703) 462-2550 Fax: (703) 462-2559 WEB SITE: www.tigicorp.com EMAIL: sales@tigicorp.com

Bar Code Scanner

Virtual Booth 3930 • Virtual Product 1815



LaserLite Pro combines a laser scanner and Touch Memory button reader with an alphanumeric keypad. An LCD screen, 256KB RAM, convenient one-handed operation, and lightweight metal housing makes the LaserLite Pro ideal for inventory, shipping and receiving, order entry, and any other data collection application.



1105 NE Circle Blvd Corvallis, OR 97330 Phone: (541) 758-0521 Fax: (541) 752-5285 WE SITE: www.videx.com

Data Collection

Virtual Booth 216 • Virtual Product 1584



Symbol PDT 6846

Features & Benefits

- 46-Key Alphanumeric DOS-based Architecture
- Forward Scanning
- Ergonomics-comfortable

Ryzex sells, services, rents, buys and repairs all major brands of barcode data collection equipment.



4600 Ryzex Way Bellingham, WA 98226 Phone: (800) 277-3172 Fax: (360) 734-0955 WEBSITE: www.ryzex.com EMAIL: info@ryzex.com

Data Collection Computer

Virtual Booth 3869 • Virtual Product 1704



The LINX VIII is a powerful data collection alternative for those situations when the familiar look and feel of the MS Windows interface and management tools are desired. Running Microsoft's next generation embedded operating system, CE.NET, the LINX VIII allows you to use your existing Microsoft desktop development skills with off-the-shelf Visual Studio .NET to create managed code solutions.



625 Digital Drive, Suite 100 Plano, TX 75075 Phone: (972) 964-7090 Fax: (972) 964-7643 WEB SITE: www.linxdata.com EMAIL: info@linxdata.com

Remote Server Mgmt.

Virtual Booth 3610 • Virtual Product 1151



Robust and Cost-Effective Global KVM Control

The multiuser SmartView World offers a unique mix of local (server room), regional (office-wide) and global (IP based) server control together with remote power mangement to match the needs of network managers. Integrated extender ports enable control consoles to be located in offices up to 650' away and linked via Cat5/6 cabling.



29 Water Street Newburyport, MA 01950 USA Phone: (888) 932-3337 UK Phone: +44 1954 780044 WEB SITE: www.adder.com FMAII: sales@adder.com

Remote Server Management

Virtual Booth 22 • Virtual Product 1233



UltraMatrix™ Remote

- Connects 1,000 computers to multiple user station over IP
- Secure encrypted operation with computer access control
- High-quality video up to 1,280 x 1,024.
- Advanced visual interface (AVI). Easy to expand.
- No need to power down servers to install
- Free lifetime upgrade of firmware. Call for other models



10707 Stancliff Rd. Houston, TX 77099 Phone: (800) 333-9343 Fax: (281) 933-0044 WEB SITE: www.rose.com

1 Herald Square

IP KVM

Virtual Booth 2888 • Virtual Product 988



Kaveman 16 - remote server management unit

- Up to 6 simultaneous, independent users
- Full BIOS level access and remote power cycling ability
- No software installation or additional hardware required
- No software installation or additional hardware required
 Uses 128-bit SSL encryption, other specialized security features (compatible with SSH and VPN environments)
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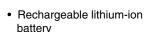
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Faceless Competitors In The PC Market

Are They For Real, Or Just A Paper Tiger?

by Sixto Ortiz Jr.

IN THE PAST 20 YEARS, Dell and Microsoft have become two of the leading titans in the PC marketplace. Today, these powerful brands resonate with small- and midsized-business owners.

But many tech-savvy business owners are realizing that a recognizable logo on the box doesn't guarantee a better product. In fact, some believe buying Microsoft products guarantees nothing but leaky security, constant product patching, and hacker attacks.

So, faceless competitors such as Linux, white-box PCs, and even pirated software are gaining devotees among SMBs that want to take advantage of IT's promise without having to pay through the nose for it

A Multibillion-Dollar Heist

According to a recent study by IDC and the Business Software Alliance, 36% of the total software installed in computers worldwide was pirated. In other words, out of \$80 billion dollars in total software,

\$29 billion was illegally purchased, installed, and used.

The study also reveals that the highest piracy rates in 2003 occurred in developing regions such as Eastern Europe, Latin America, the Middle East, and Asia. Not surprisingly, the piracy rate in the United States and Canada was the lowest cited in the study. But, due to the larger market sizes, these Western economies lead the pack in software piracy dollar losses.

For a business owner looking to cut corners, the temptation of pirated software may be hard to resist. The availability of fast broadband connections could make the

prospect seem even more attractive. Download a file, burn a few CDs, and suddenly you're in business for a fraction of the cost.

If you are tempted to use pirated software, take note: The software industry is not taking the losses lying down. The BSA is a wellfunded organization that vigorously pursues pirated software vendors and users. In a legal battle between

your business and the BSA, you will lose. Is saving a few dollars on software worth the risk of losing your business (and possibly your freedom)? We think not.

Can Linux Slay The Microsoft Goliath?

In its "2003 SMB Infrastructure Survey," the Yankee Group reveals that 93% of SMBs run some version of Windows. But Linux is beginning to make inroads in the SMB marketplace, especially in the very-small-business (fewer than 20 employees) segment.

According to the study, 10% of the very small businesses surveyed plan to adopt Linux in the next year. The survey cites one principal reason: price. Even though Linux requires more expertise to support, price-conscious small businesses are attracted to its lower costs.

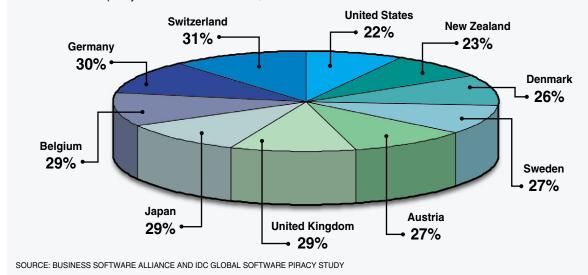
The survey also found that many SMBs worry about their businesses' dependence on Microsoft. Forty-three percent of the SMBs surveyed felt they were too dependent on Microsoft technology; also, 72% of those respondents say they are actively looking at other software vendors. The principal reasons cited for this Microsoft mistrust are security flaws that require constant patching and costly licensing arrangements.

These are the types of businesses where Linux may gain a following. As more major players such as IBM get behind it, the perception of Linux as a tinkerer's toy will disappear. Also, increased ease of configuration and use will lower support costs and make the decision a

Go to Page 48, Column 1

Countries With Lowest Software Piracy Rates

Most Western nations have software piracy rates at 30% or below. But don't let the statistics mislead you: The bulk of the monetary losses for the software industry come from Western nations, namely Western Europe and the United States. Software losses to piracy in the U.S. alone totaled \$7.2 billion in 2003.



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Copan Revolution 200T

Disk-Based Storage System Offers Low Power, High Speed

by Curt Harler

DATA BACKUP and retrieval is a tricky game. In an era when the typical large enterprise keeps 85% or more of its business data on tape, backup and retrieval must be fast and simple.

The Copan Revolution 200T is a disk-based system that uses MAID architecture to deliver a 224TB virtual tape library with speeds up to 720MBps and pricing similar to other tape libraries.

The MAID concept is similar to that of RAID. However, with a MAID array, all of the disks do not spin all the time. Many are powered off, remaining dormant until called upon. With fewer active disks, controller costs and complexity are reduced. Likewise, the number of I/O path connections and caching requirements are reduced.

Copan says its product offers several improvements over other systems. Its Power-Managed RAID provides greater data protection by spinning only the drives necessary to meet an application's needs. This reduces heat and vibration, which enables higherdensity packaging and cost reduction.

Its Disk Aerobics monitors and manages drive health to ensure data vitality, delivering enterprise-class SATA reliability and extending drive life four-fold, equivalent to SCSI. It features a three-tiered architecture.

allowing a user to scale performance with capacity while minimizing cost.

Lastly, it has an interesting form factor, packing 14 drives in a single 3.5TB canister.

The system is easy on power. Aloke Guha, Copan's chief technology officer, says it requires one-fourth the power and one-fourth the cooling of typical disk environments.

The system is targeted at operations where write once/read occasionally applications are the norm. The architecture delivers two to three times the normal density of tape. The company's tests show that it provides data access that is 10 times faster than tape.

The company claims the total cost of ownership can be 20% less than tape and almost 50% less than D2D2T architectures.

The Copan Revolution 200T scales from 56TB to 224TB in a single cabinet with up to 896 drives (the company named it the 220, Guha says, rather than 224 because it felt it was easier to pronounce). It is a high-bandwidth system, operating at 2.4TB per hour.

Among the platforms supported are: ADIC AMASS, BakBone NetVault, CommVault Galaxy, FileTek Stor-House, Legato NetWorker, Tivoli Storage Manager, Veritas Net-Backup, and Veritas Backup Exec.

Guha says the Revolution 200T is being implemented by 11 companies in the financial services, government, media, and service provider industries to take the place of tape in archive, backup/recovery, and scientific research applications.

Copan is named for an old Mayan site known for its well-preserved antiquities. The company's Revolution 200T promises long-term preservation of corporate data. However, that data should be easier and faster to access than the ancient archaeological site.



SNAPSHOT

Copan Systems Revolution 200T

\$3.50 per gigabyte

This is a long-term, disk-based data storage alternative to tape libraries

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More Bang For Your Security Buck

CyberGuard Adds Firewall/ **VPN/IDS Device To Its Lineup**

by Daniel P. Dern

NETWORK SECURITY VENDOR CyberGuard recently announced its SG710 firewall/VPN/IDS device, a new addition to its SG family of network security appliances.

Designed to provide "edge" security, CyberGuard's SG710 is appropriate for central and branch offices of midsized and large companies, as well as departments and remote offices. The company's higher-end security products, according to Bryan Bain, CyberGuard's vice president of worldwide marketing, include application-layer gateways and firewall products that are designed to sit in front of application server farms in large data centers.

"For the medium to small network, multiservice security devices are very important," says Jason Wright, an analyst at Frost & Sullivan. "Vendors are packing a lot more value



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into these small devices. For a few thousand dollars, you can now get what used to cost \$10,000 and up in performance, features, and services."

Security functions that the SG710 provides include an ICSA-approved stateful-inspection firewall; VPNC-conformant VPN access (IPsec, L2TP, and PPTP); and an IDS based on Snort, a popular open-source network IDS.

The SG710 also includes the ability to do Web caching for improving response times, load balancing, bandwidth optimization for traffic shaping on the WAN links, and link

According to Wright, SG710 features such as load balancing and IDS "are unusual on a device of this size, nature, and price—it's a differentiator."

For SMBs, ease of administration and management is important, Wright adds. "Devices like this are usually easy to set up. They have a default configuration so you can plug it in, turn it on, and have it running quickly, and as you get used to it, configure it for tighter security." One advantage for enterprises buying multiple appliances from a security product family, he notes, is that "you can point the device to a central one and download security rules from the central office."

The SG710 will, according to CyberGuard's Bain, compete against products such as SonicWall's WatchGuard. "We're also seeing a lot of interest from our core Cyber-Guard users, who have been using edge solutions from companies like Netscreen and 3Com."

The SG710 is available in two models: The SG710+ has the same form factor and feature set as the SG710 but has a faster processor, more memory, and a Gigabit Ethernet interface, says Bain. P

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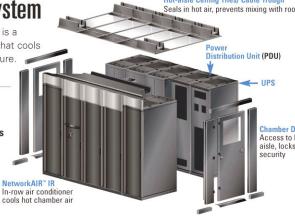
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Virtualizing Your Development Systems

Peter Blackburn and I just finished re-rerefining the DVD for our new book on SQL Server 2000 Reporting Services. It holds 2.29GB of narrated training videos and a wealth of examples. It's a relief to have it done, but now we're several months behind on the research we're doing for our next book on the next version of Visual Studio (Whidbey) and SQL Server 2005 (Yukon). This involves installing the betas that dribble out from the kids up on the hill overlooking Redmond.

If you're tempted to do the same, it's not that hard to get on the Beta programs. Lots of developers attending trade Don't let them install these bits on their development systems. Take Peter's excellent advice and install a copy of "Virtual PC" (VPC) instead. This permits you to build a separate operating system environment that does not alter your host development system. This can save you countless days of installing and configuring and repeating the process for each beta drop.

No, don't try to simply uninstall the betas and install the next version on the same OS. Uninstalling beta software is as risky as eye surgery using a spoon. While the patient might live through the process, you're never really sure that the

If RAM is short, you might consider stopping all nonessential services on the host.

shows this year will come home with a DVD containing the latest "tech preview" or beta drops. Warning! problems that might (often) crop up are due to the new build or the fact you pooched the Registry.

Setting Up Your First VPC

VPC is really pretty easy to use once you understand what it's all about. When you first create a VPC, it displays a black window with a DOS prompt. "Now what?" you say. What you're seeing is a virgin system. Your host system hardware (and BIOS) is exposed on the "virtual" PC as if you had just booted it with no OS installed. You have a drive C: which expands as more data is added, and the host keyboard and mouse are exposed, as well. At this point you need to install XP (I assume) or your Windows OS of choice from the installation CDs.

Sure, you can install Windows 95 or 98 on your VPC if you want to. I just created a Windows 98 VPC to be able to suck pictures out of my Sony DSC-F1 camera. (Sony refused to upgrade the software past Windows 98.) Once you create an "XPbase," make sure you post all of the updates and apply SP2. I also try to use the VPC base for a while as I



WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

like to tune up the Explorer and other settings.

Once you're happy with it, make a copy of the (rather large) .VHD file and call it XPBASE_Backup. From now on, when you install a beta, use the copy of the XP base as a starting point. Of course, you're going to have to change the computer name and from time to time reenlist in the Active Directory to get your security credentials straight. One trick that you might not get right away: When you need to log on to Windows you have to press CTRL-ALT-DELETE, right? Well, on the VPC you have to press the Right ALT key and DELETE to get it to log on.

Getting The Most Out Of A VPC

I just installed SQL Server 2005 Beta 2 and Visual Studio 2005 Beta 1 on the same VPC. This didn't work until I made sure that the XP base had the 1.1 .NET Framework installed. When you work with a VPC, you can configure it to the amount of memory it "sees" when it launches. I just installed another gigabyte in my development system and my laptop (which now makes it worth more than my 36-inch HDTV) so they both contain 2GB. This lets me run two VPCs at the same time with some left over for the host OS.

If RAM is short, you might consider stopping all nonessential services on the host. For example, I stop SQL Server and Reporting Services on the host as the VPC has its own SQL Server and Reporting Services. It's also handy to create a separate VHD file that contains information that you want to share between betas. That is, you can build (using the VPC console) a standalone virtual hard disk, which is a file on your host system that looks like a hard drive to the VPC. The VPC can share the local host hard drives, but these are exposed as "network" drives that might have some issues. The VPC can also access the local DVD or CD drives and can also map to an ISO image. When we download software from MSDN, it's often in ISO CD format. This means you simply download the file and point the VPC at the ISO image to access the data. No, you don't have to burn a CD if you choose this approach.

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The Biggest Thing In SATA-Based Backup

I recently presented at the Storage Decisions conference in Chicago on Sept. 20-22. Most of the attendees I spoke with told me the conference gave them the type of information they were looking for about storage technologies and products. (For more information on future Storage Decisions conferences, go to www.search storage.com.)

One of the highlights of these conferences is seeing new products and technologies. At this conference, a startup company from Longmont, Colo., named Copan Systems (www.copansys.com) caught my attention with a new and creative approach to using SATA drives for disk-based, virtual tape backup that I believe will permanently influence the future of disk-based back-

The Copan subsystem emulates commonly used tape equipment such as that sold by ADIC, Quantum, STK, IBM, and HP, which makes it compatible with

most backup systems applications. The list of currently supported backup applications includes Veritas NetBackup, CommVault Galaxy, and BakBone Net-Vault, with more to follow as further testing is com-

The subsystem supports up to 56 virtual tape libraries, which means it can be used by multiple backup systems concurrently. It can have either two or four 2GB Fibre Channel ports with a maximum aggregate transfer rate of 720MBps using the four-port configuration. To put this in actual operations terms, a full Copan configuration could be used by 14 highspeed backup operations cruising at 50MBps apiece. Not too shabby.

But Copan's most important breakthrough is in power and packaging. One of the problems with operating a large disk subsystem is the cumulative power consumption of all the disk drives and all the generated heat that needs to be dissipated. 7,200rpm disk

drives can generate a lot of heat—if you don't believe this, take one out of a system sometime after it's been spinning for a few hours and you'll immediately understand. The Copan subsystem regularly powers down approximately 75% of its drives, which saves an



YARC FARLEY

Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.

enormous amount of electrical power and keeps the subsystem much cooler.

Considering its role as secondary storage, there clearly is no need to keep all the drives spinning and generating heat. Only the drives involved with backup operations at any point in time need to be actively spinning. Copan's efficiency-driven approach will be appealing to systems professionals that want to integrate disk-based backups into their operations but are reluctant because of the power and air conditioning requirements. After all, it takes power to keep drives running, and it takes additional power to keep the machine room temperature at an acceptable level. Turning off unused drives is a logical step.

The obvious question to ask is: "What could go wrong with turning off the drives?" Stiction is the phenomenon of the head rubbing and bumping on the disk platter when the drive starts, before it has achieved its full rotational speed. All drives are designed for periodic power

cycling, and most of them are designed to tolerate approximately 50,000 power cycles. In a Copan system, this amounts to an estimated 75 years of operations. Copan uses Hitachi SATA drives that park the heads on nondata areas, which eliminates the potential for data loss due to stiction. To ensure that drives have not mysteriously died in their sleep, Copan periodically restarts drives to make sure they will be available when needed.

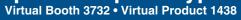
Another question involves data redundancy. If drives are powered down, it seems logical that normal redundancy techniques such as RAID might not work. Copan has designed around this problem by devising a modified RAID approach where drives in an array are filled sequentially using a concatenation approach, as opposed to a striping approach. As additional drives are filled, the parity is updated. The important point is that data from a particular backup or restore session is transferred to individual disks in the system rather than being transferred to striped disks. However, if a drive should fail, its data can be re-created using parity, just like in normal RAID operations. As secondary storage, parity rebuilds do not have nearly the impact that they do on production operations. In addition, Copan uses advanced drive heuristics to spot failures and can activate hot-spare drives before failures occur.

The minimal configuration of the Copan system has 224 disk drives and a capacity of 56TB; the maximum configuration has 896 drives and a capacity of 224TB, all inside a single rack enclosure. The subsystem was designed for modular expansion. There are eight shelves, which connect to the subsystem back plane. Each shelf holds eight "rails," each of them with 14 vertically mounted SATA drives.

There is a lot more that could be written about the Copan virtual tape subsystem. I believe it is an excellent concept with a lot of potential to solve chronic backup problems. (NOTE: For more information on Copan's storage solution, see "Copan Revolution 200T" on page 35.) №

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OPINIONS

INFRASTRUCTURE

A Glance Ahead

As the final quarter of 2004 approaches, I reflect on the previous year's developments and update my annual forecast and corresponding IT action plans. Paperwork aside, it is an aspect of my job I thoroughly enjoy: trying to identify technology trends that will most influence our enterprise over the coming year. Today, I write this column as I conclude my super-sized spreadsheet for this quarter, so you will get a behind-the-scenes tour of everything from storage architecture to game consoles.

Connectivity: The Xbox Factor

So what does a game console have to do with your IT forecasts? Connectivity. Telecommuters are not the only force driving the need for more bandwidth in the last mile. To experience this

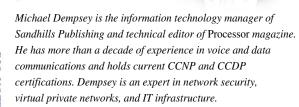
first hand, go buy yourself an Xbox. I sincerely believe Microsoft's motivation for the Xbox has very little to do with games; rather, I believe it is an avenue for getting more infrastructure and thereby more access into our homes. It is cleverly disguised as a bridge between interactive audio/video and the IP world, but I have no doubt Microsoft has plans for turning its living room platform into some additional revenue streams in the

I might not be able to tell you exactly how many of our employees go home and play Halo, but I can tell you the number of employees ordering broadband connections and asking for advice on home networks is increasing dramatically. It is not difficult to correlate productivity gains with the ability to perform job functions from more locations. As more

bandwidth becomes readily available, in a variety of locations, we want to equip our users with the right tools to take advantage of it.

Our plans reflect our desire to foster mobility with proposed acquisitions of more notebook computers, wireless

MICHAEL DEMPSEY



networks, remote access solutions, cellular phones, and cellular data cards. The interesting wild card will be hybrid devices that take advantage of a number of these technologies simultaneously. Since many of the connectivity technologies are not converging as fast as the market might desire, it creates a window of opportunity for

savvy developers to manually bridge the gaps by creating devices that speak more than one language. I think hybrid devices, especially those that marry cellular and Wi-Fi in a single device, hold great potential in the next 12 months. (NOTE: See "Wi-Fi/Cellular Convergence Comes To The Enterprise" on page 1.)

Security: Return To Basics

More security and more secure are no longer synonymous phrases. Increasing security over the foreseeable future will require simpler solutions and less patchwork. Looking at security expenses, I see a lot more allocation to operational costs than acquisition costs. The proliferation of patches is so rapid that even the small enterprise is hard-pressed to review them all and selectively apply the fixes that apply to its equipment. Yet, we create more problems than we solve if we try to apply them all, and heaven forbid we install none of them.

I think the only way we will make headway in this battle over the coming year is by a return to basics. Rather than looking for magic boxes to solve problems for us, we need to reduce variables and have a better understanding of what is considered normal operation of our infrastructure. I do not like to put all my eggs in one basket any more than anyone else, but anywhere we can reasonably standardize hardware, software, and the processes our employees follow to work on those items, the more secure our enterprise becomes.

Servers & Storage: Out, Not Up

The biggest change I see in the architecture of our IT infrastructure over the next year is the implementation of blade servers. Blade servers represent a significant step in the further virtualization of what we commonly call a "server." The benefit to scalability in an environment like ours is self-evident. We have long followed a "scale out, not up" strategy with our server farm designs. Blades allow us even more granularity in upgrading specific components instead of entire systems.

I also believe that the same mentality must follow for our storage architecture. The vast majority of our storage today is DAS because the tall, monolithic, SAN architectures of the past few years simply did not fit our IT philosophy. Centralized management of storage should not have to mean that your entire storage infrastructure resides in one physical box. For us, it has been worth the wait, as several new NAS, SAN, and hybrid architectures are starting to fill the void of centrally managed, but horizontally scalable, storage systems.

Now if only it were as easy to put specific solutions and price tags with some of these thoughts, my financial paperwork would be almost done!

Send your comments to mike@processor.com

I think hybrid devices, especially those that marry cellular and Wi-Fi in a single device, hold great potential in the next 12 months.

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Market Watch

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| Category | Product | Description | Price |
|-------------------------|--|---|---|
| Desktops & Workstations | | | |
| | Compaq 5000 series | For WinXP Home/Pro or Mandrake Linux 9.2. 2.6GHz Intel Celeron processor and up to 4GB of memory. | Starting at \$599 |
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| | bc1000 blade PC | For WinXP Pro. 1GHz Transmeta Efficeon TM8600 processor and DDR SDRAM expandable to 1,024MB. | Starting at \$400 |
| | | Available in d200, d300, and d500 models. 2GHz to 2.2GHz Intel Celeron or AMD Athlon XP 2400+. | |
| | desktop d series | | \$377 to \$716 |
| | Workstation xw4200 | For WinXP Pro, 2000 Pro, or Red Hat Enterprise Linux WS 3.01. 2.8GHz to 3.6GHz Intel Pentium 4 processor and 4GB of memory. | Contact HP |
| | Workstation xw6200 | Dual-processing workstation. Built for WinXP Pro/2000 Pro or Red Hat Enterprise Linux WS 3.01. One or two Intel Xeon processors from 2.8GHz to 3.6GHz and 8GB of memory. | Starting at \$1,924 |
| | Workstation xw8200 | For WinXP Pro/2000 Pro or Red Hat Enterprise Linux WS 3.01. One or two Intel Xeon 2.8GHz to 3.6GHz processors and 16GB of memory. | Starting at \$2,250 |
| | Intel Pentium 4/Xeon | For WinXP Pro or optional HP Linux Installer kit. Includes 3.2GHz Intel Pentium 4, Xeon, and Pentium-M processors. | \$834 to \$2,699 |
| | Intel Itanium | 64-bit Intel Itanium 2-type workstations built for 64-bit versions of HP-UX, Linux, and WinXP. Two flavors: zx2000 or processor zx6000. | Starting at \$3,153 |
| | PA-RISC | For traditional Unix users (HP-UX). One or two PA-8600x, 8700, or 8700+ processors (500MHz to 875MHz). 4GB to 16GB of memory. | Contact HP |
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| Notebooks & Tablet PCs | | | |
| New! | Desktop replacement notebook PCs | For WinXP Pro/Home. Intel based processors from 2.6GHz Celeron to 2.8GHz Pentium 4 and 1.5GHz Pentium-M. New models include the nx9020 and nx9030. | \$799 to \$2,099 |
| | Thin and light notebook PCs | For Win2000 and WinXP Pro/Home. Intel-based processors from 1.2GHz Celeron-M to 1.4GHz Pentium-M. | \$1,199 to \$1,449 |
| | Ultraportable notebook PCs | For WinXP Pro. Intel-based 1.4GHz Pentium-M processor. | Starting at \$1,550 |
| Handheld Devices New! | iPAQ Pocket PCs | h1940 with a Samsung 266MHz processor; h2210, h4150, and h4350 with Intel-based 400MHz processors; h5150 and h5550 with | Starting prices from |
| Servers | | Intel-based 400MHz processors; and the new h6315 with a Texas Instruments OMAP 1510 processor. | \$299 up to \$599 |
| JO: YOLG | tc2120 | Features Intel Pentium 4 2.8GHz or Celeron 2.2GHz processors. | Starting at \$499 |
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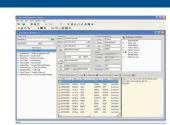
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ZIP File Phobia

Are Compressed Files A Benefit Or Burden?

by Douglas Schweitzer, Sc.D.

THE ADAGE "necessity is the mother of invention" certainly applies to the development of file compression technology. In the days before the advent of inexpensive broadband connections, making files smaller for transport across slow dial-up connections was imperative because it resulted in saving time and money. Anyone who downloads programs and files off the Internet will sooner or later encounter a file with the extension .ZIP, a common extension used in the compression of computer files.

File compression works by reducing the level of repetition in programming that naturally occurs in computer files. While a compressed file uses less disk space than all its uncompressed individual files and directories combined, it has also been employed by hackers and virus writers to compress all manner of malicious code in an attempt to avoid detection by antivirus software.

Hiding In Plain .ZIP

To prevent users from inadvertently admitting viruses into the workplace, organizations started to block executable files (those with the .EXE extension). To circumvent the blocks, users began to compress, or zip, the files before sending them. Virus writers took note and followed suit. Companies have a hard time blocking zipped files within email messages because they are invaluable for transferring large files.

Using .ZIP attachments to hide viruses and elude detection by antivirus engines is nothing new. The act of zipping changes the unique binary signature of the virus, making it harder for signaturebased antivirus engines to detect a malicious program. In the past, zipped files were only occasionally used to mask malicious payloads because specialized software was needed to unzip (decompress) the files. The art of compressing malicious code has become far more commonplace with the advent of operating systems such as WinXP, which has the ability to open zipped files natively.

Because zipped files can contain viruses, you need to ensure, at a minimum, that the antivirus in your email gateway scans inside .ZIP archive files and other compressed file formats for viruses, Trojans, and worms. In the past, many companies relied largely on desktop antivirus software to protect against malicious code, but that approach is no longer sufficient. Today, many SMBs employ antivirus software at their email gateways in an attempt to catch malicious code before it makes it to the end user's

to Sophos, several recent viruses have arrived in password-encrypted .ZIP or .RAR archive files with the password contained inside the email (either in plain text or graphic format). Sophos claims that its PureMessage product at the email gateway is "sophisticated enough to detect the virus inside these file formats, even when the quarantine or rename .ZIP or other blacklisted extensions.

Another popular social engineering trick wielded by virus writers is the use of double extensions (viruses attempt to disguise their true executable nature by using double extensions), so blocking any file with more than one file type extension is a sound option.

Finally, keep in mind that in order to simplify the process of reading email, many email programs offer a feature that automatically downloads attachments. You may want to turn off the

To "default-deny" at the gateway has always been the safest approach for preventing pesky .ZIP viruses from getting through.

However, email gateway scanners can have a problem when it comes to .ZIP files (and other archive formats) that are password-encrypted. If they don't know the password, then they cannot break the encryption to scan inside. And thus a virus in a password-encrypted zipped file might get past the gateway and get through to the end users. Of course, the end user doesn't actually get infected by the virus in the encrypted zipped file unless they themselves know the password and unzip the file to run the malware contained within.

For this reason, antivirus software vendors such as Sophos have added the ability to detect password-protected malicious code at the email gateway. According

password is only made available as a graphic."

.ZIP Tips

To "default-deny" at the gateway has always been the safest approach for preventing pesky .ZIP viruses from getting through. Many organizations block these and other potentially dangerous file extensions such as .EXE, .COM, .PIF, .SCR, .VBS, .SHS, .CHM, and .BAT file types. It's unlikely your organization will ever need to receive these types of files from outside your circle of

However, if blocking these is prohibitive to your business, you may wish to set up your email, spam filter, personal firewall, or antivirus software to automatically

option to automatically download attachments. Check your settings to see if your software offers this option and be sure to disable it.

Balancing Act

Unfortunately, there are no easy answers to the zipped file dilemma. Organizations need to educate their employees regarding the dangers of opening zipped files. Additionally, the use of updated antivirus software with the capability of scanning inside zipped files, even when they're password-protected, especially at the email gateway, is imperative. And remember that if banning zipped files altogether imposes too great a business restriction, consider at least quarantining them until they can be scanned.

Document Creation Software

Virtual Booth 4072 • Virtual Product 2032

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Exstream's Dialogue™ software is a next generation enterprise personalization solution that helps businesses around the world connect with their customers through higher quality, fully personalized communications—delivered through print and electronic channels. Dialogue empowers companies in the financial services, insurance, service bureau, telecommunications, and utilities industries to get high-volume critical documents and relevant information to customers up to 60 percent faster, reduce development and delivery costs by as much as 80 percent, and significantly improve customer retention.



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Internet Traffic Management

Virtual Booth 3963 • Virtual Product 1880

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Network Anomaly Detection Virtual Booth 3945 • Virtual Product 1839





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Change/Configuration Mgmt. Virtual Booth 3889 • Virtual Product 1752



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Network & Server Monitor Virtual Booth 3805 • Virtual Product 1589



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Continued from Page 34 bit easier for many. Although we don't expect Microsoft to go away anytime soon, we certainly expect Linux to snare its share of converts.

White-Box PCs: White Knight Or Whitewash?

If you look inside enough PCs, you quickly notice one thing: They all look pretty much the same. CPUs, video cards, motherboards, and hard drives are common components found in all brand-name and no-name PCs.

So, what is the advantage in purchasing a brand-name PC when you can possibly save a few dollars

Helen Chan, a senior analyst with the Yankee Group, says price-sensitive SMBs at the low end of the market (fewer than 20 employees) are more likely to be swayed by the cost benefits of white-box PCs and less likely to worry about the risks.

One of the risks you face when buying from a white-box vendor is the possible lack of technical support after the sale. If you don't have the resources to do selfservice when things go wrong, you are better off purchasing brand-name PCs from established vendors that provide technical support. Assess your support capabilities and be realistic.

In today's tough economy, keeping an eye on costs is paramount to the survival of many businesses, especially small and medium-sized enterprises.

by buying from a local white-box manufacturer? Two recent IDC studies reveal that buyers are more than willing to go with a no-name PC and save some money by avoiding a higher-priced brandname machine. Many business owners, these studies reveal, believe they get more PC for their money when they purchase a noname system.

Also, be wary of unscrupulous vendors trying to sell you a machine full of subpar components. If you shudder at the prospect of opening a PC's case and looking closely at the innards, you are better off purchasing a brand-name PC from an established vendor. If you still insist on purchasing from a white-box vendor, research the company carefully before you buy.

Processor.com

If possible, inspect the product before you purchase.

Finally, consider the fact that established vendors are countering the white-box threat by offering attractive deals to SMBs. Leading manufacturers such as Dell, IBM, and HP all offer leasing and purchasing options that make it easier for SMBs to purchase PCs, says Chan. These established vendors understand the importance of the SMB marketplace and will not cede market share to white-box vendors without putting up a fight.

Faceless Competitors Unmasked

In today's tough economy, keeping an eye on costs is paramount to the survival of many businesses, especially small and medium-sized enterprises. There are many ways to save money on IT costs; some, such as Linux, are very sensible, legitimate ways to get great bang for your buck.

Purchasing white-box PCs is also a good option, but proceed with caution. Remember, you won't get the same level of support and customer care from a white-box PC

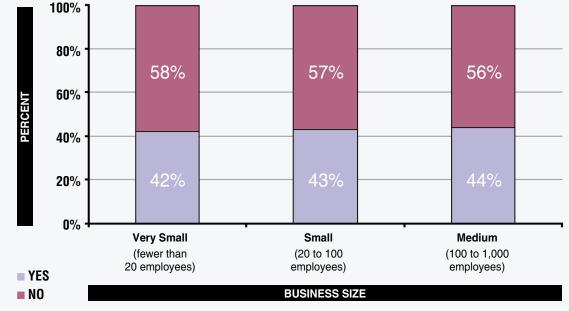
maker that you will get from an established, brand-name manufacturer. If you're unlucky enough, a shady white-box PC maker may give you nothing but grief.

Purchasing pirated software is definitely the wrong way to go about saving money. Software companies lose billions every year to illegal software; ultimately, those costs are passed on to customers, so in the end everyone pays for pirated software. Of course, if you're caught using pirated software, you'll pay far

SMB Concern About Over-Reliance On Microsoft

More than 40% of SMBs are worried about depending too much on Microsoft products to run their business operations. Of those businesses that indicated concern, more than 70% in each size category are looking at replacements for Microsoft products.

> Survey question: Is your company concerned about becoming overly reliant on products and services offered by Microsoft?



Source: The Yankee Group 2003 SMB Infrastructure Survey

Network Monitoring & Mgmt.

Virtual Booth 3935 • Virtual Product 1823



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Network Analysis Software

Virtual Booth 3801 • Virtual Product 1580

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NETVOYANT ucts that provide network performance analysis and reporting solutions for the management of computer network infrastructure, critical servers, and applications. The system is scalable from the smallest enterprise to those with multiple locations or network operation centers where remote monitoring is required. NetVoyant automatically retrieves and compiles network statistics, performs analyses of those statistics, and provides graphical reports including baseline performance, bandwidth utilization, network volume, traffic, and trends. All solutions are available on Solaris, Linux, and Windows™ platforms.

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Change Management/Audit Virtual Booth 3725 • Virtual Product 1426

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Application Development Virtual Booth 3887 • Virtual Product 1745



OpenInsight is The Application Developer's Toolkit

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Content Security Kit

Virtual Booth 3953 • Virtual Product 1912



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Wireless Access To CRM

Virtual Booth 3958 • Virtual Product 1873



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Packaged Speech Application Virtual Booth 4068 • Virtual Product 2027

Content Transformation

Virtual Booth 3926 • Virtual Product 1809

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to make more effective business decisions, more quickly

deploy, and maintain mobile Web applications rapidly and

with the lowest total cost of ownership (TCO) possible. M-

Business Anywhere powers the AvantGo mobile Internet

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than ever before. Just as importantly, you can develop,

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Virtual Booth 3958 • Virtual Product 1872



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Remote Enterprise Mgmt. Virtual Booth 3955 • Virtual Product 1863



Exchange Servers Server States Queues Logged On Users Mailboxes Public Folders Computer Tools

Tool Categories

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Endpoint Security Solution Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are upto-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Mobility Identity Enforcement Virtual Booth 3966 • Virtual Product 1822

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User ID Mgmt Solution Virtual Booth 3968 • Virtual Product 1884

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October 1, 2004

New Storage Appliances **From Falconstor**

Ready-Access Data Retention & Retrieval For The SMB

by Cynthia Lazzaro . . .

THE AMOUNT OF DATA that corporations of all sizes are required to maintain is growing exponentially. Falconstor is ready to help small to midsized businesses ease the difficulty of storing and maintaining large amounts of data over the long term at a reasonable cost. The company has released the next generation of its VTL (VirtualTape Library) solution and has introduced a line of integrated NSS (Network Storage Server) appliances.

VirtualTape Library Software

This release of the VirtualTape Library software, which expands the enterprise edition of the VirtualTape Library solution to include support for Active-Active Clustering, is part of Falconstor's powerful IPStor Enterprise Edition software. By using native NDMP

(Network Data Management Protocol), VTL supports seamless interoperability with market-leading tape drives, tape libraries, and backup software via collaborative certification. Currently certified partners include Sony, HP, Legato, and Veritas. VTL also provides backup consolidation through

The DiskVault SE (Server Edition) is policy-driven and collaborates with FalconStor's DiskSafe and **Snapshot Agent** residing on an application server. policy-based, long-distance IP replication and consolidates management of backup resources using virtual tape replication capability.

The VirtualTape Library speeds up the tape backup process by emulating well-known tape library formats on disk.

The backup software sees no difference between the tape device and the VirtualTape. First, data is backed up to the VirtualTape at the speed of the disk drives; the data can then be transferred to a physical tape as a secondary, background task.

Network Storage Server Appliances

In addition, the company is releasing a family of self-contained turnkey (software plus server, including integrated disk array) Network Storage Server appliances. The devices provide near-instant restore capability and constant data access.

On the lower end, the VirtualTape Library Appliance appears to third-party backup software over Fibre Channel or an IP/iSCSI SAN as an ordinary (virtual) tape drive/library. The appliance works with backup software from Atempo, Veritas, CA, IBM Tivoli, BakBone, Legato, and HP and will run on Linux, Windows, and Solaris. The VTL Appliance provides up to four virtual tape drives and accommodates 16 hotswappable SATA drives. It comes preloaded with 1TB of disk space. The appliance is based on an Intel



SNAPSHOT

Falconstor VirtualTape Library solution and Network Storage Server appliances

\$14,500 (VTL, IP/iSCSI Edition); \$19,900 (VTL, Fibre Channel Edition); \$9,000 (NSS, Workstation Edition); \$10,000 (NSS, Server Edition) Turnkey storage devices provide nearinstant restore capability and constant data access

> (631) 962-1163 www.falconstor.com

Xeon-processor-based server configured with 1GB of RAM.

The DiskVault Appliance is available in server and workstation

editions. The DiskVault Appliance supports up to eight snapshots per iSCSI connection. It ships preloaded with 1TB of SATA disk space and two Gigabit Ethernet ports. The appliance is available in a tower configuration and uses an Intel P4 processor running at 2.8GHz.

The DiskVault SE (Server Edition) is policy-driven and collaborates with FalconStor's Disk-Safe and Snapshot Agent residing on an application server. It performs real-time delta snapshots with 100% database integrity. If

> the application server, such as the database server, experiences data loss due to soft or hard errors, the DiskVault SE can provision the selected disk, designated by snapshot time, over an IP/iSCSI network. If the application server is equipped with a bootable iSCSI HBA, the

DiskVault SE can boot the application server over an IP/iSCSI network when its boot disk fails

The DiskVault WSE (Workstation Edition) collaborates with FalconStor's backup agent technology residing on the workstation to deliver delta-based file backup and restore services to remote storage devices. The Disk-Vault Appliance WSE maximizes availability by protecting the files in the workstation's boot and data drive. Upon disk failure, the DiskVault Appliance WSE uses the industry-standard PXE protocol to boot the respective workstation and resume operation with minimal downtime.

Access Management Software

Virtual Booth 3763 • Virtual Product 1529

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Web Authentication

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Secure Authentication Virtual Booth 3833 • Virtual Product 1629



Datakey Axis is a software and Smart Card solution that delivers simplified & secure authentication for a full range of enterprise applications & network resources. It provides a definitive answer for those enterprises that are struggling with password-based authentication environments. Datakey Axis takes the user out of the security loop so organizations regain control of authentication.



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Remote Access Authentication

Virtual Booth 3651 • Virtual Product 1206

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COBAS is the most secure and versatile authentication software in the world. The platform can work with any operating system, biometric or Smart Card Reader and allows you to store templates in a Centralized Database. localized hard drive, or Smart Card. Imagine entering your "username only" and hitting the login button and two seconds later wherever you're at the phone rings and performs a dual factor, tri-factor or multiperson authentication without having to run any client side software on that computer, laptop or PDA. The reason this method is so secure is because we split the pathway between the username and password, never sending pass-words or credentials over an IP-based network.



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FACTOIDS

IM At Work: On The Rise . And Fast

Believe it or not, instant messaging, once thought to be anathema in the office (it wastes time, it's not secure, private systems are expensive to implement), is growing on corporate networks.

21% of Americans who use the Internet at work use IM at work, as well, according to the Pew Internet and American Life Project. That's 11 million people.

According to AOL, that number jumps to 27%. That's a 71% increase over 2003.

But only 21% of those people said they used IM for personal and professional reasons.

Fully 62% of work IM users admit to sending the occasional instant message to check in with friends and family.

22% of working parents claim that IM lets them keep in touch with their kids (and thus gives them peace of mind).

Is all that instant messaging productive? 40% of work users claim it improves teamwork. A bit more—41%—claim it has no effect on teamwork at all.

50% of IM users claim it saves "some" or "a lot" of time at work. 68% say it's a "mixed blessing."

32% of those who use IM at work say it promotes gossip, but despite that, 71% say it has a "positive impact."

10% of all IM users say they wish they could get rid of it for good.

Young Americans use IM more frequently than any other group. In fact, 62% of 18- to 27-year-olds on the Internet use IM. Overall, IM is used by 42% of all online Americans.

37% of IMers use AOL Instant Messenger. The runner-up is Yahoo! with 33%, followed by MSN Messenger with 25% of all users.

24% of IMers use it more often than email.

A scary security fact: 48% of IM users have accepted a download or a file transfer in the last six months. Only 33% of those downloads and transfers came from family, friends, or colleagues.

SOURCES: PEW INTERNET AND AMERICAN LIFE PROJECT, AOL, CENTRAL COMMAND, CLICKZ

Broadband: Moving Fast

According to a new report by research firm Point Topic, broadband adoption around the globe is moving like wildfire.

How fast is it? Point Topic found a 55% year-over-year increase in the global number of DSL lines. And just as last year, DSL continues to make up the majority of the world's 123 million broadband subscriptions.

The Breakdown

By comparison, cable modems have less than half the market share of DSL.

| DSL & CABLE MODEMS (GLOBALLY) | | | | |
|---|-----|------------|-------|--|
| Increase From 2004 Number Of Lines (Approximate) Market Share | | | | |
| Cable | 39% | 45 million | 29.1% | |
| DSL | 66% | 78 million | 63.4% | |
| FTTB*/FTTx | N/A | 9 million | 7.3% | |
| Other | N/A | 246,000 | 0.2% | |

*FTTB stands for Fibre to the Building.

And The Winner Is . . .

Which is the fastest, most wired city in the United States? According to Nielsen//NetRatings, it's San Diego, where close to 70% of all connections are high-speed.

| | TOP CITIES FOR BROADBAND (09/04) | | | | |
|---------------|----------------------------------|------------|-----------------|-----------|------------|
| | Broadband | Narrowband | | Broadband | Narrowband |
| San Diego | 69.6% | 30.4% | Baltimore | 50.1% | 49.9% |
| Phoenix | 68.4% | 31.6% | Miami | 49.6% | 50.4% |
| Detroit | 67% | 33% | Chicago | 48.4% | 51.6% |
| New York | 66.8% | 33.2% | Denver | 48.3% | 51.7% |
| Sacramento, | 64.9% | 35.1% | Minneapolis | 46.9% | 53.1% |
| Calif. | | | Milwaukee | 39.3% | 60.7% |
| Orlando, Fla. | 64.7% | 35.3% | Salt Lake City | 35.3% | 64.7% |
| Seattle | 63% | 37% | Pittsburgh | 33.3% | 66.7% |
| San Francisco | 63% | 37% | Charlotte, N.C. | 31.6% | 68.4% |
| Los Angeles | 61.6% | 38.4% | Columbus, | 26.9% | 73.1% |
| Boston | 61.4% | 38.6% | Ohio | | |

SOURCES: POINT TOPIC, NIELSEN//NETRATINGS

NetSuite Small Business

Manage Sales, Contacts, Financials, **Inventory, Ecommerce From One Platform**

by Joe Lazzaro

RUNNING A SMALL COMPANY can be as involved as managing a billiondollar enterprise. If you manage a small business, it goes without saying that there are nearly limitless demands on your time and resources. Time and energy spent dealing with marketing, client contacts, finances, and myriad other necessary tasks takes away from your core mission: to grow your business, expand your market, and develop new products and customers. And every minute spent on housekeeping functions takes you away from your chief goal: to increase your market share and bottom line.

Formerly known as the Oracle Small Business Suite, NetSuite Small Business provides a single software platform to manage finance, sales, inventory management, customer support, and e-commerce. The package includes customer and user dashboards that provide users real-time information and application functionality. The package is built on an Oracle database that can support an un-limited number of users and transactions, and it is secured in a 24-hour-a-day remote hosting facility with redundant power supply and Internet bandwidth.

According to the company, the package is being marketed to small businesses that have outgrown Intuit's Quick Books accounting software. NetSuite Small Business includes data migration tools that let users easily import their existing QuickBooks files, enabling them to grow into NetSuite's midmarket products when the need arises.

In addition, the package is compatible with off-the-shelf QuickBooks checks, deposit slips, and forms, allowing businesses to use their existing paper stock. Users familiar with QuickBooks can easily make the transition to NetSuite's Small Business

SNAPSHOT

NetSuite Small Business

QuickBooks

\$99 per month An Oracle-based Internet-ready solution for businesses that have outgrown

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solution, as a conscious effort has been made to use similar dropdown menus and terminology to ease the learning curve.

The package also emulates how QuickBooks tracks vendors, invoices, and customers. Unlike QuickBooks, Small Business is Internet-ready right out of the box and does not require third-party solutions to add Web capability, allowing the package to be accessed from anywhere. Employees, vendors, and customers can log onto the system to order products or perform transactions anytime over the Web.

NetSuite Small Business has a starting price of \$99 for individual accounts per month and \$49 for each additional user per month. A free trial is available from the company Web site.

Optical Fingerprint Reader Virtual Booth 3866 • Virtual Product 1701



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Triple Factor Authentication

Virtual Booth 3516 • Virtual Product 1919

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PC & Data Protection Virtual Booth 3938 • Virtual Product 1829

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Upcoming IT Events

- OCTOBER -

Data Center World Oct. 3-6, 2004 Atlanta Marriott Marquis, Atlanta, Ga. www.afcom.com

Visit Processor at Booth #120

Internet Telephony Conference & Expo

Oct. 4-7, 2004 Millennium Biltmore Hotel, Los Angeles, Calif. www.tmcnet.com/itexpo

TECHXNY/PC Expo

Oct. 5-7, 2004 Jacob K. Javits Convention Center, New York, N.Y. www.techxny.com

Visit Processor at Booth # 3430

Government Video Technology Expo Oct. 6-7, 2004

Washington D.C. Convention Center, Washington, D.C. www.gvexpo.com

ASCDI Fall Conference

Oct. 14-16, 2004 Marriott Long Wharf Hotel, Boston, Mass. www.ascdi.com/public/meeting.asp

Gartner Symposium ITxpo Oct. 17-20, 2004

Walt Disney World Dolphin, Orlando, Fla. www.gartner.com

Fall 2004 VON Conference & Expo

Oct. 18-21, 2004

Hynes Convention Center,
Boston, Mass.
www.pulver.com/von

IT Expo

Oct. 19-20, 2004 Egan Center,

Anchorage, Alaska
www.sourdough.net/events/itbe

SearchSAP.com Conference

Oct. 20-22, 2004 Sheraton Chicago Hotel, Chicago, III. searchsapconference.techtarget.com

Storage Networking World Oct. 25-28, 2004

JW Marriott Grande Lakes Resort, Orlando, Fla. www.snwusa.com

Technology + Leadership + Learning Conference

Oct. 27-29, 2004 Colorado Convention Center, Denver, Colo. www.nsba.org/t+l

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- NOVEMBER -

CAMP IT Expo
Nov. 3, 2004
Donald E. Stephens Convention
Center, Rosemont, Ill.
www.campexpo.com

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Government Technology Conference Southeast 2004 Nov. 3-5, 2004

Georgia International Convention Center, Atlanta, Ga. www.govtech.net

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SC2004 High Performance Computing, Networking & Storage Conference

Nov. 6-12, 2004 David L. Lawrence Convention Center, Pittsburgh, Pa. www.sc-conference.org/sc2004

San Francisco techCongress Nov. 8-9, 2004 Rickey's Hyatt Hotel, Palo Alto, Calif.

www.sanfranciscotechcongress.com

31st Annual Computer Security Conference & Exhibition Nov. 8-10, 2004 Marriott Wardman Park,

Washington, D.C. www.gocsi.com Visit Processor at Booth #1604

What's Next?

Intel Preparing For WiMax



One of the most difficult aspects of highspeed Internet access is the "last mile" be-

tween service providers and users. Current broadband schemes such as cable and DSL have been widely received but are not available in all areas, especially rural or remote areas. WiMax is an emerging radio technology capable of delivering two-way Internet access over long range (up to 30 miles between broadcast towers). It supports speeds to 75Mbps. WiMax can blanket entire areas with Internet access without the need to install a single connecting cable.

Intel is developing the chips needed to support WiMax access for desktop and notebook systems. Its Rosedale chip is expected to appear on Intel's ProWireless 5116 Broadband Interface board. All that would be needed is the radio itself, expected to come from third-party suppliers such as Texas Instruments or SMI. Intel is sampling the Rosedale chip now and expects

initial product offerings with the chip to appear sometime next year. Intel anticipates notebook WiMax chips by 2006 and handset products in 2007.

Supercomputer On A Chip



Supercomputers have long been the pinnacle of high-performance computing,

processing an astonishing number of calculations in a time much shorter than typical general purpose computers. Supercomputing has traditionally been handled by large arrays of processors or even large groups of individual computers all working in tandem. Still, developers are working on ways to improve the processing efficiency of current and future supercomputing platforms.

Researchers at Japan's Research Institute of Physical and Chemical Research have developed the MD-Grape 3. This new processing chip can currently handle 230 gigaflops (230 billion operations per second) at 350MHz—better than most general-purpose processors running at a

much higher speed. The MDGrape 3 achieves its processing power through 20 instruction pipelines (compared to one or two for general purpose processors). Researchers hope that the MDGrape 3 may eventually lead to computers capable of handling a petaflop (1 quadrillion operations per second). By comparison, today's supercomputers are operating at about 36 trillion operations per second. Applications for the MDGrape 3 should appear in 2006, and commercial computers based on the MDGrape 3 should be available sometime in 2007.

Japanese researchers, along with other chip developers such as IBM and the University of Texas, are also pushing for a semi-general purpose processor that can reach 1 teraflop (one trillion operations per second).

XML Proliferation May Cause Problems



XML has been a tremendous benefit to Web application developers who must share information. Since the initial XML specification was published six years ago, there have been hundreds of unique dialects built on the basic XML foundation. Although XML developers assert that such a diverse array of schemas is a testament to the success of XML, others believe that the proliferation of XML dialects may eventually lead to new interoperability problems (which XML was meant to solve in the first place).

The problem is not in creating new dialects. The real trouble occurs when multiple dialects appear to handle the same basic job. For example, there are at least six XML projects relating to musical notation. When multiple dialects are created to solve the same problem, users may find themselves stuck with an XML system that won't fully integrate with other dialects used by suppliers and other elements of the supply chain. XML developers should examine all available XML dialects to identify existing schemas that they can use before undertaking the task to create their own.

■ WHAT'S HAPPENING

Bolstering Security

SMEs Grapple With Increasing Attacks & Complicated Government Regulations

by Stephen J. Bigelow

WHETHER YOU'RE MANAGING a corporate LAN with 5,000 users or just trying to share an Internet connection between the computers in your small office, security remains a top priority. Although the rate of attacks and exploits seems to have slowed a bit in recent months, industry leaders agree that the pressure on network security is still increasing. The pinch is especially acute for SME environments where the need for security is just as real, but the budget and labor pool are too thin to handle the "layered security" approach so common in larger installations.

More Of The Same

There's no doubt that the IT industry has invested a tremendous amount of effort in network security, but Richard L. Knapp, president and CEO of security technology company Avanton, sees very little positive change in the overall security landscape. While the attacks themselves may have evolved, many of the problems and pressures faced today are virtually unchanged from several years ago. "We're seeing a continuing combination of things that have been escalating over the past several years. The rate of growth may have slowed, but it's still trending upwards. We're talking about a greater number of hackers, viruses, worms, etc. We're also seeing an increase in the number of reported vulnerabilities and so-called 'day zero exploits.""

Knapp also says that the IT industry has largely failed to emphasize the role of workforce involvement in network security. Today, most everyday network users are not educated about, nor encouraged to take an active part in, network security. "At the same time, the workforce is still largely uninformed about the role that they must play in preventing attacks; damages caused

by phishing and 'social engineering' are still far too prevalent in many companies," says Knapp.

Most security breaches occur by exploiting the vulnerabilities of a network through applications (such as Outlook) or through the OS. Unfortunately, Knapp points to grim security statistics. For example, he notes that 80 new vulnerabilities are discovered each week; in 2003, 85% of all successful attacks were achieved through known vulnerabilities. Recent surveys note that 53% of respondents reported an unauthorized use of their computer system in the past 12 months, and 48% of companies that did experience an intrusion did not report it, citing the impact of negative publicity. Some 22% of respondents simply did not know if their defenses had been compromised.

Increased Pressures

But Knapp is quick to note that the continuing escalation of existing threats has been compounded by the ongoing evolution in network use. Network security is no longer an us-against-them rationale, where network users remained isolated behind a secure perimeter. Today's corporate networks are essential means of communication. "The secure perimeter is outdated because of access from a variety of sources, newly mainstream technologies like wireless and instant messaging, removable media like thumb drives, and more. More people than ever are accessing the network in more ways. Administrators are having trouble keeping their heads above water."

Still, there is little doubt that the spate of emerging government regulations is having a

profound impact on the way that corporate networks operate and manage information. Regulations such as HIPAA and

Sarbanes Oxley are exponentially increasing the complexity of everyday network operations.

"Compliance with these regulations is, in many cases, required by companies regardless of size," Knapp says. "The hardest hit may be the SMEs. Even if they are not directly affected, they may act as a supplier to a company that is, and those companies may mandate compliance with the regulations as a prerequi-

site for doing business." Consequently, even SMEs may find themselves struggling to meet regulatory requirements.

Yet Knapp points out that the real struggle for administrators is not in mastering or implementing new technologies, but rather in finding the time and budget to do so. Management is now using the IT department as its first line of defense against the threats and penalties of government regulations, often detracting from new network projects and improvements. In other words, IT is devoting ever more effort into keeping its corporate executives out of jail.

Planning For The Future

"Security threats will continue to move beyond 'classic' forms that we see now to a more subtle approach, necessitating the need for a more heuristic style of testing for threats. Signatures are good for catching the methods we know now, but as new threats emerge, catching those threats early can mean the difference between success and failure of even the best security policy," notes Knapp.

In the mean time, network defenses can quickly be shored up by performing a comprehensive patch update on network OSes and applications. Vulnerabilities must be tracked and addressed aggressively: The decreasing time between discovery and attack leaves very little time for administrators to act. Everyday employees should also be involved in the company's security scheme. Knowing how to handle suspicious attachments and social engineering can greatly reduce the frequency of attacks.

In 2003, 85% of all successful attacks were achieved through known vulnerabilities.

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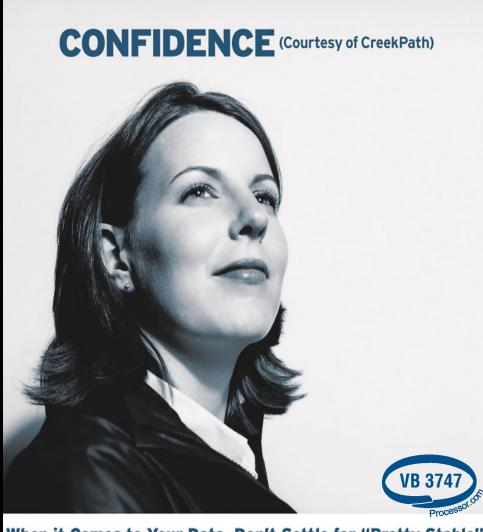
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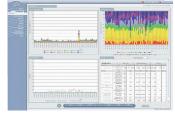
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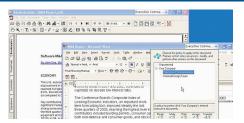
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Virtual Booth 3782 • Virtual Product 1545



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Web Filtering Solution

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SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting and analysis.

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Mobile Security Management Virtual Booth 3785 • Virtual Product 1550

Advanced, Policy-Enforced Client Security Protection

- · Next-generation operating system kernel-layer security technology ensuring a much higher level of security than first-generation personal firewalls
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- · Highly scalable security policy distribution keeping thousands of enterprise users on both sides of the corporate firewall regularly and securely updated
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- Protects mobile endpoints at the network adapter



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Computer Theft Recovery Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
- · Installation is completely transparent
- Your organization's contact and ownership information is hardcoded directly within your custom Enterprise
- Once notified of a theft, recovery agents at Brigadoon Software's worldwide monitoring and command center provide full technical, tracking and recovery support to the customer and local police.

Brigadoon Software:

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Laptop Security Software Virtual Booth 4018 • Virtual Product 1960



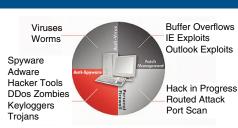
zTRACE GOLD is a stealth tracing and recovery application that remains udetectable & unerasable on your laptop's hard drive. If the laptop is reported stolen, the computer reports its own location the next time it is connected to the Internet! That Information is immediately forwarded to the zTrace Recovery Team, who works in conjunction with local law officials to recover your laptop.



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Anti-Spyware Solution

Virtual Booth 3853 • Virtual Product 1652



PestPatrol Corporate Edition v5

PestPatrol Corporate Edition, the leading network anti-spyware solution, has been redesigned from the ground up to capitalize on our existing strengths in detection and removal. The new version will use fewer resources while providing substantially faster scanning and greater scalability and manageability.



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Antispam

Virtual Booth 3698 • Virtual Product 1284



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- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages
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Antispam For Exchange Virtual Booth 3934 • Virtual Product 1822



iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses

have been deployed, making it one of the best-selling antispam solutions for Microsoft Exchange.

- · Fast setup "configure it and forget it"
- Over 95% spam detection rate
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- Customizable treatment of spam
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Antispam Application Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

- No hardware or software to buy
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Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Antispam
Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?

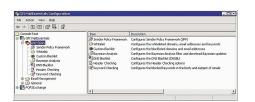
- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
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Server-Based Antispam

Virtual Booth 3805 • Virtual Product 1591



GFI MailEssentials for Exchange/SMTP

- Spam protection at server level
- Bayesian filtering achieves 98%+ spam detection
- Minimal false positives via automatic whitelist
- Sort spam to users' junk mail folders
- Adds disclaimers, reporting, archiving, monitoring & more
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Email Management Solution Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible

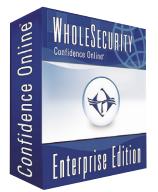
- email management solution. Policies combine antispam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

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Zero-Hour Threat Detection

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Worried about worms, Trojan horses and eavesdropping threats?

WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!



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Microsoft SQL Audit/IPS

Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based. database intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the data base. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

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Vulnerability Scanner Virtual Booth 3724 • Virtual Product 1430

Do you know what happens between the last time a vulnerability scan is completed and the next time a scan is completed? New hosts, new ports, new services and new vulnerabilities can arrive on your networks faster than you may be allowed to scan for them. The **NeVO** passive vulnerability scanner can find out what is happening on your network without actively scanning it. NeVO is deployed as a network sniffer and dynamically builds a model of the active hosts, services and their vulnerabilities. In a switching environment, the use of spanned ports, mirrored ports or network taps is required. NeVO is available for both Unix and Windows platforms.





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You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.

- Proactive, near real-time change detection When something changes, Exposé notifies you immediately, based on the rules you determine.
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Exposure Risk Mgmt. Virtual Booth 3875 • Virtual Product 1719



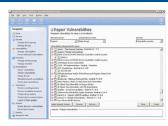
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Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with Hercules, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.



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USB Software Security

Virtual Booth 3972 • Virtual Product 1889



Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.



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Active Directory Mgmt.

Virtual Booth 3960 • Virtual Product 1875





Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

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Display-Only File Server Virtual Booth 3847 • Virtual Product 1639

A revolutionary secure file server technology that protects enterprises from information theft by insiders

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- · Accesses to exported confidential files, essential in a mobile working environment, are protected by a tamper-resistant file access control mechanism.
- Clipboard operation such as cut & paste is unidirectional so that no information leakage from a DOFS server to a DOFS client is possible, but the other direction is allowed.



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Document Security Software

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Authentica's document security solutions provide total control over your enterprise's sensitive documents, spreadsheets and presentations, both during and after delivery to recipients.

Our document security solutions are ideal for any large enterprise that needs to securely share valuable intellectual property internally or with outside business partners.

Authentica's solutions let you:

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Web Services Security

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Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.



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Enterprise Backup Solution

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Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VER-ITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.



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Backup & Recovery Solution

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Data Protection Software

Virtual Booth 3837 • Virtual Product 1632



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Backup & Recovery Mgmt. Virtual Booth 3991 • Virtual Product 1926

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tion and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.



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Backup Software

Virtual Booth 4062 • Virtual Product 2014



Dantz® Retrospect® Multi Server v6.5 delivers proven technology, complete protection, easy administration, and fast backups with 100% accurate restores for networked file servers, business critical application servers, desktops and notebooks. It provides the utmost in safety and security by protecting against loss due to viruses, newly installed software, user error, damaged hardware, hardware upgrades, hackers & lost or stolen computers.



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Unix/Linux Tape Management Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
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Storactive LiveServ™ for Exchange Server

LiveServ software delivers continuous data protection for Microsoft Exchange servers, ensuring rapid, zero-loss recovery of individual messages, mailboxes and entire data stores.

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Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault®

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Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

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- Recovers from disasters, errors & viruses
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Real-Time Data Replication

Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

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Data Backup & Recovery

Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Centralize and automate your backup and recovery
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
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312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

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LeanOnMe features:

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Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the columnbased structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources



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SAN & NAS Management Virtual Booth 3697 • Virtual Product 1286



IPStor provides an open software infrastructure platform for storage networking, allowing for the consolidation of heteroge-

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Storage Resource Mgmt. Virtual Booth 3747 • Virtual Product 1483



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Fiber-Optic Modem/Isolator Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot • Network Appliance Functionality



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Storage Consolidation



SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.



6300 NW 5th Way Ft. Lauderdale, FL 33309 Phone: (954) 377-6000 Fax: (954) 938-7953 WEB SITE: www.datacore.com EMAIL: salesops@datacore.com

Storage Resource Mgmt. Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- · Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting



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Storage Expansion

SANmelody™ software converts PC servers into costeffective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



6300 NW 5th Way Ft. Lauderdale, FL 33309 Fax: (954) 938-7953 WEB SITE: www.datacore.com

Data Storage Management Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability.

- Installs easily and quickly with no required production server downtime
- Aggregates multiple storage resources into a virtual central storage pool
- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery



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SCSI Diagnostics Virtual Booth 3820 • Virtual Product 1614

SCSItoolbox™

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.



PO Box 620520 Phone: (303) 972-2072 WEB SITE: www.scsitoolbox.com

Littleton, CO 80162 Fax: (480) 802-1217

I/O Acceleration Software

Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- · Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

Precision I/O

3400 Hillview Ave. Palo Alto, CA 94304 Phone: (650) 739-1700 Fax: (650) 739-0838 WEB SITE: www.precisionio.com EMAIL: sales@precisionio.cor

iSCSI Target SoftwareVirtual Booth 3905 • Virtual Product 1777



WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective

network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing networkwide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.



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EMAIL: info@stringbeansoftware.com

Application Virtualization

Virtual Booth 4032 • Virtual Product 1972

Softricity® helps enterprises simplify and accelerate their entire software management and deployments with SoftGrid® - the industry's first application virtualization infrastructure solution - reliably and cost-effectively for past, present and future applications. SoftGrid transforms Windows applications from products that must be installed locally into virtual services that are centrally configured, managed, and deployed on-demand to Windows desktops, laptops and Terminal Services/Citrix MetaFrame Presentation servers preventing application conflicts, eliminating regression testing and increasing change management responsiveness. By streamlining deployment, upgrades, patches and terminations, SoftGrid saves companies tremendous time and money, increases quality of service and provides the flexibility needed for today's dynamic business environment.



27 Melcher Street, 3rd Floor Boston, MA 02210 Phone: (877) 763-8737 WEB SITE: www.softricity.com EMAIL: info@softricity.com

Enterprise Mgmt. Software

Virtual Booth 3793 • Virtual Product 1559



Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See

the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

- Central database
- · Enterprise view
- Auto discovery
- Central WMI data collection w/out recompiling the MOF
- Ability to monitor mission-critical services
- Run remote commands
- Schedule collections by time interval on demand
- Agent is DCOM based, not service based



Colorado Springs, CO 80907 Phone: (719) 447-4600 WEB SITE: www.configuresoft.com EMAIL: sales@configuresoft.com

Tripwire For Servers

Virtual Booth 4066 • Virtual Product 2023



Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.



326 SW Broadway Portland, OR 97205 Phone: (800) 874-7947 Fax: (503) 223-0182 WEB SITE: www.tripwire.com

Tripwire for Network Devices Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.



326 SW Broadway Portland, OR 97205 Phone: (800) 874-7947 Fax: (503) 223-0182 WEB SITE: www.tripwire.com EMAIL: sales@tripwire.com

Clustering Solutions Virtual Booth 3920 • Virtual Product 1792

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.



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Media Management System Virtual Booth 3998 • Virtual Product 1943





Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.



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Patch Management Service Virtual Booth 3819 • Virtual Product 1754

- With Patch Automation™, IT staffs will be receiving and applying patches that are directly received from Microsoft, with no intermediate handling. This minimizes the risk of inadvertent tampering with a patch.
- Small organizations to Fortune 500 giants can easily apply Patch Automation. The ability of Mobile Automation software to run on any Microsoft OS (9x thru XP), and work in conjunction with any ODBC-compliant database product, make it an easy fit with any size organization.
- Patch Automation™ can be used in conjunction with any systems management platform that's already in place, including Microsoft SMS™, IBM Tivoli™ and CA Unicenter™ and is upward compatible with Mobile Automation's award-winning Mobile Lifecycle Management Suite.



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Thousand Oaks, CA 91362 Fax: (310) 914-9703 EMAIL:Sales@mobileautomation.com

Security Update Manager

Virtual Booth 3793 • Virtual Product 1560



- Enterprise assessment in minutes
- Push and pull deployment
- Deployment control
- · Security and role-based access
- · Integration with Microsoft Security Web site



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Patch Management

Virtual Booth 3805 • Virtual Product 1600



GFI LANguard Network Security Scanner offers:

- · Network scanning for missing patches and service packs
- Network-wide service pack deployment
- · Deployment of MS Office patches network-wide
- · Deployment of MS application patches including servers
- Deployment of OS patches (or use with SUS)
- In-depth network and workstation information



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Application Monitoring Virtual Booth 3990 • Virtual Product 1925



ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.

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Application Performance Virtual Booth 3920 • Virtual Product 1793

VERITAS i^{3™} is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multitiered IT infrastructure by continuously monitoring all technologies that contribute to response time.

Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.

Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.

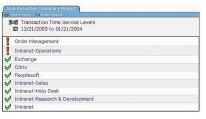
Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.



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End-To-End Performance

Virtual Booth 4043 • Virtual Product 1985



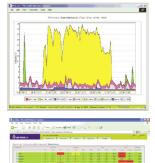
NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.



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Performance Monitoring

Virtual Booth 3925 • Virtual Product 1806



- Monitor your entire server infrastructure availability from a single view
- Drill down to individual geographic regions or functional groups
- Monitor your system from anywhere
- Monitor and track IT service health
- Quick root cause analysis Virtual resource trend
- analysis
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Network & System Mgmt.

Virtual Booth 4010 • Virtual Product 1954



ProIT is an easy-to-use, rapidly deployed software solution. ProIT enables IT administrators and engineers to work together to monitor and manage all system resources from a single place, eliminating the need for multiple, expensiveto-maintain software tools, while providing a total enterprise view for detection, diagnostics and problem resolution. Download a FREE TRIAL today at www.performanceit.com.

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Air Flow Design Software

Virtual Booth 4058 • Virtual Product 2006

TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.



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A Computational Fluid Dynamics Company

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Sun System Support Virtual Booth 3730 • Virtual Product 1436



- Maximize System uptime
- Lower support costs
- Empower Admins & Techs • Reduce the need for onsite training

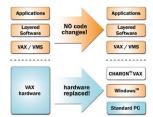
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VAX Replacement Systems Virtual Booth 2776 • Virtual Product 447



Are your apps still cranking but your VAX is cracking? Run your VAX application unmodified on modern hardware. CHARON-VAX is a proven technology from SRI which simulates all models of VAX on modern hardware while preserving your investment in applications, staff, even old QBUS peripherals. Scales economically to the fastest VAX and supports VMS clustering.



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PC Remote Support Software Virtual Booth 3784 • Virtual Product 1548

\$189 Retail Price



Now controlling your PC or assisting users is as close as your key chain. New NetOp Remote Control v7.65 lets you remotely access and support all your Windows, Linux, Mac OS X, and CE devices from a desktop, Pocket PC, Internetconnected PC or now from a USB Thumb Drive. Standardize on award-winning NetOp Remote Control for faster, more secure remote control and support.



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Radware Application Security Solutions deliver 3Gbps Intrusion Prevention and Denial of Service Protection securing all connected applications against viruses, worms, DoS and SYN attacks; Radware Security Activation solutions optimize best-of-breed security tools including firewalls, IDSes, VPNs, antivirus, URL filtering and anti-spamming for fault-tolerant, high-performance and scalable security architecture management.



FireProof activates firewalls, VPNs and IDSes for fault tolerant, high performing and scalable best-of-breed security tools, eliminating the security/performance tradeoff

DefensePro secures all networked applications against viruses, malicious intrusions and Denial of Service at 3Gbps





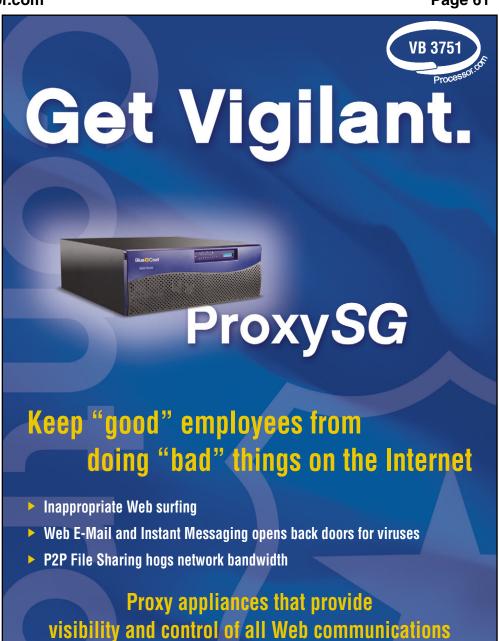
Content Inspection Director (CID) provides fault tolerant, high throughput and scalable antivirus scanning, URL filtering and antispamming for complete content security



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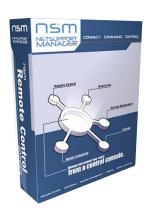
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Web Proxy • Content Filtering • Instant Messaging Control

Bandwidth Management • Web Virus Scanning • P2P Control • Content Security

PC Remote Control Virtual Booth 3800 • Virtual Product 1579



PC Remote Control and **Desktop Management**

- System Automation automate regular tasks such as file uploads and downloads
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Remote Control Software

Virtual Booth 3878 • Virtual Product 1721



NetworkStreaming enables you to support your end users through remote control, on-demand through any firewall! In no time. NetworkStreaming installs, connects, and brings your end user's problems to your desktop from anywhere. Some key features include: unassisted reboot/auto-reconnect, simultaneous multi-system control, file transfer & realtime chat. Firewall & NAT compatible. Call for a demo!



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Data Center Automation

www.bluecoat.com | Blue Coat

Virtual Booth 4028 • Virtual Product 1967

BladeLogic Operations Manager™ is a suite of enterprise-class data center automation solutions that enables organizations of any size to provision, configure, and manage large-scale distributed server environments more effeciently. Using BladeLogic Operations Manager, Global 2000 and other leading companies such as Chicago Mercantile Exchange, HSBC, priceline.com, SunGuard, Time Warner Cable, and Wal-Mart.com have been able to:

- Cut 40% off operating costs
- Increase service responsiveness by 300%
- Drastically reduce security vulnerabilities
- Implement service-oriented computing



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Asset Management Software Virtual Booth 4004 • Virtual Product 1950

FindIT brings up-to-date IT inventory information to your fingertips anytime, anywhere.

- · Auto inventory of IT resources and non-discoverable fixed
- Daily change reports for hardware, software, patches and licenses
- · View assets by location, department or project/owner
- Auto application discovery and metering -- detect applications installed on servers and track software usage within a corporation to control licensing cost and compliance
- Daily and weekly reports for system usage, availability and general health
- Supported on IBM-AIX, HP-UX, SUN Solaris, Tru64 Unix, LINUX, Windows NT/2000/2003 and OpenVMS



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Terminal Emulation

Virtual Booth 4053 • Virtual Product 1998

PowerTerm® InterConnect Linux, Windows, Mac OS X and Solaris Editions

Ericom Software's PowerTerm InterConnect terminal emulator supports over 30 different emulation types and provides secure connectivity to a wide range of hosts, including: IBM Mainframe (zSeries), IBM AS/400 (iSeries), OpenVMS, UNIX, Linux, Tandem, SCO and more. Because PowerTerm InterConnect has such a small footprint, it is easily installable on any desktop, making it a simple and fast solution for running legacy applications. PowerTerm InterConnect's rich feature set and fast response has made it the product of choice for thousands of corporations throughout the world. Ericom also offers a secure browser-based solution, PowerTerm WebConnect. Visit www.ericom.com for more info and a free 30-day evaluation.

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Utility Computing Suite Virtual Booth 3848 • Virtual Product 1732

VFrame™ is the industry's first truly open solution for utility computing. With this software suite and switches, data center managers can build their own utility computing data center out of industry-standard servers, storage, applications, and management tools. Seamlessly integrates these components across Topspin's standardsbased server switching infrastructure.

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- Non-blocking, hardware-based ASIC design • Extremely low-latency IP and SAN connectivity
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Auto Server Conversion

Virtual Booth 3985 • Virtual Product 1913



Automated Server Conversion

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- Convert Windows and Linux servers



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Performance Software

Virtual Booth 4021 • Virtual Product 1961

TeamQuest® Software Solutions

- Data center performance management and capacity planning for proactive IT optimization.
- TeamQuest helps simplify performance management and capacity planning issues.

Our software solutions help users:

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System Admin Tools Virtual Booth 3863 • Virtual Product 1680



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VoIP Softphone
Virtual Booth 3909 • Virtual Product 1779

Minternals

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 Allows calls via the Internet • DTM dialing from user's

Speaker volume control

· History list of the most

recently used phones

• Includes a timer for the

Skinnable interface

• Instant balance reporting

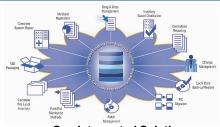
Contact Book

seconds

Calling time

• Microphone volume control

Desktop Availability Suite Virtual Booth 4000 • Virtual Product 1947



One Intergrated Solution

For a FREE 30-day evaluation please go to www.ondemandsoftware.com. • Software Distribution

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• PC Migration

Patch Management

VoIP PDA Softphone

Virtual Booth 3909 • Virtual Product 1780



- Allows calls via the Internet
- PDA
- Supports H.323/SI
- Microphone volume control
- · History list of the most recently used phones
- · Skinnable interface



• DTMF dialing from user's

- Speaker volume control
- Contact Book
- · Instant balance reporting



3 def (G)

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WEB SITE: www.sysmaster.com

Email Archiving Solution Virtual Booth 3948 • Virtual Product 1856

AmeriVault Corp. and Connected Corporation™, two data protection pioneers and market leaders, combined forces to deliver an email archiving solution that is designed to both simplify email management and fully satisfy compliance standards. ArchiveStore/EM™ leverages the power of

Connected's software development with AmeriVault's rich heritage in outsourced electronic data protection to provide a comprehensive, outsourced solution. By simply installing software on your email server, ArchiveStore/EM delivers immediate regulatory compliance, greatly enhanced email management, rapid legal discovery and highly secure offsite protection of your archives. With no up front capital expense, you will realize minimized cost of ownership and avoid significant man-hours building and maintaining an inhouse solution. Let AmeriVault solve your compliance challenges while delivering total automation.



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Cisco Network Services

Virtual Booth 15 • Virtual Product 1534



Our network specialists assist customers with initial network design layout, product selection, implementation and follow-on support. We realize every network has its own unique characteristics. Our network specialists utilize Cisco technology to deploy the intelligent networking services that our customers require to meet unique requirements in today's continually changing business environment.



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Command Center Solution

Virtual Booth 4031 • Virtual Product 1970



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Offsite Data Storage Services Virtual Booth 3900 • Virtual Product 1770

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| Space | included | allowance | Fee | GB/Month |
| 1 | 1amp | 1 | 50 | 20 |
| 4 | 2amp | 1 | 150 | 40 |
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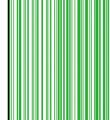




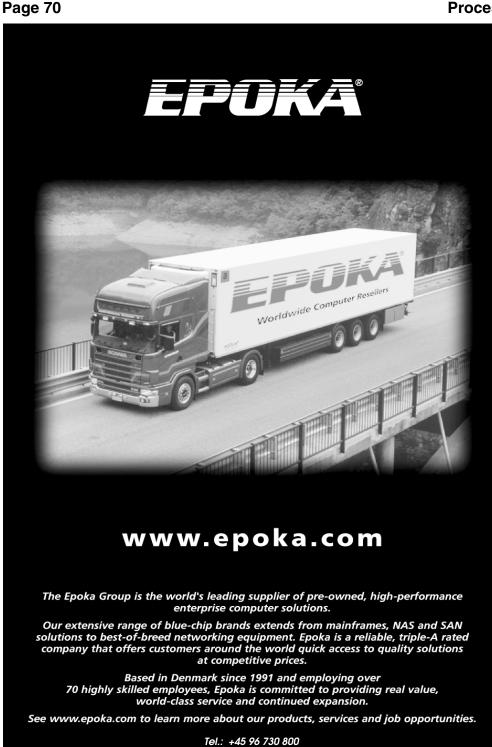




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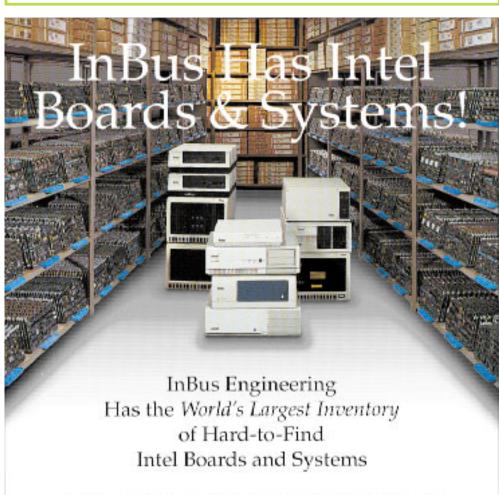
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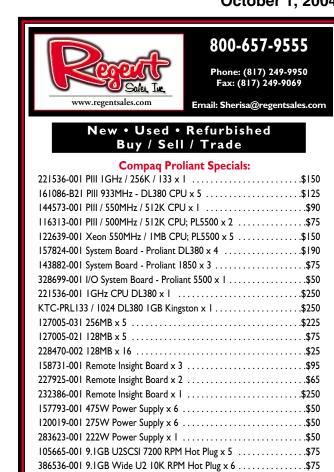
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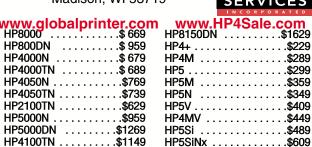
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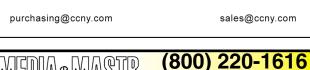
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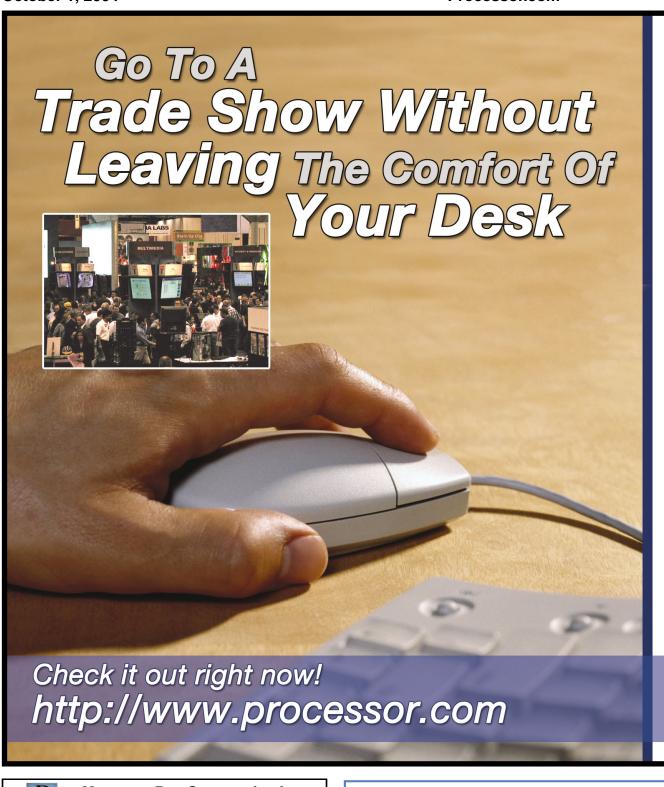
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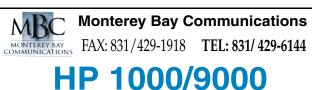


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